

Independent
Living Centers
Consumer
Satisfaction
Survey
2012

Annual IL Outcomes Survey FY12

Research Objective: To review the satisfaction of consumers receiving services through the Independent Living (IL) program; as well as the changes these services made, a telephone survey is conducted annually concerning the areas of: Advocacy, Benefits Advisement, Employment Advisement, Training or Referral, Home Modification, Housing Referral or Assistance, Independent Skills Training, Information and Referral, Peer Support, Personal Assistance Services (PAS), Technology or Adaptive Equipment, Youth Services including Transition From School to Work or Independent Living, Emergency Assistance Services, Institutional Diversion or Nursing Home Transition, and Transportation.

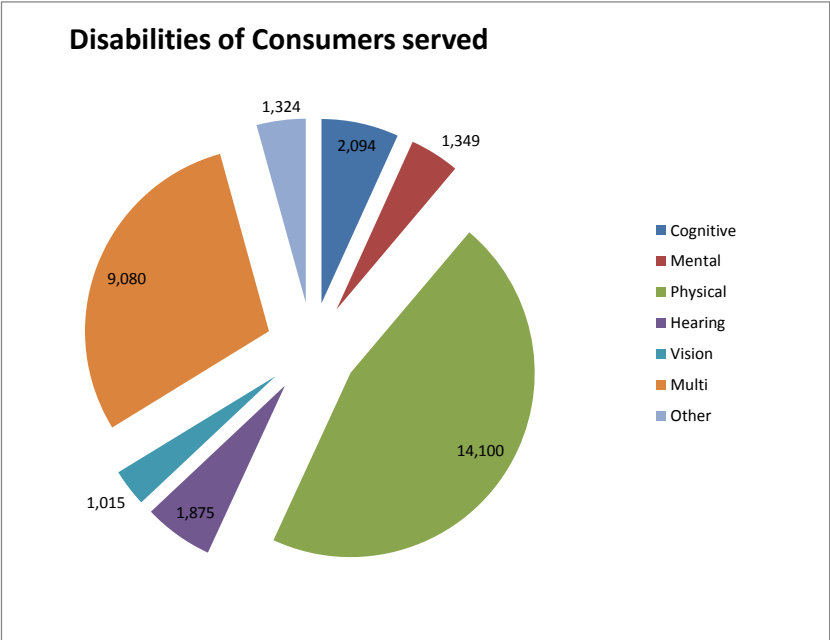
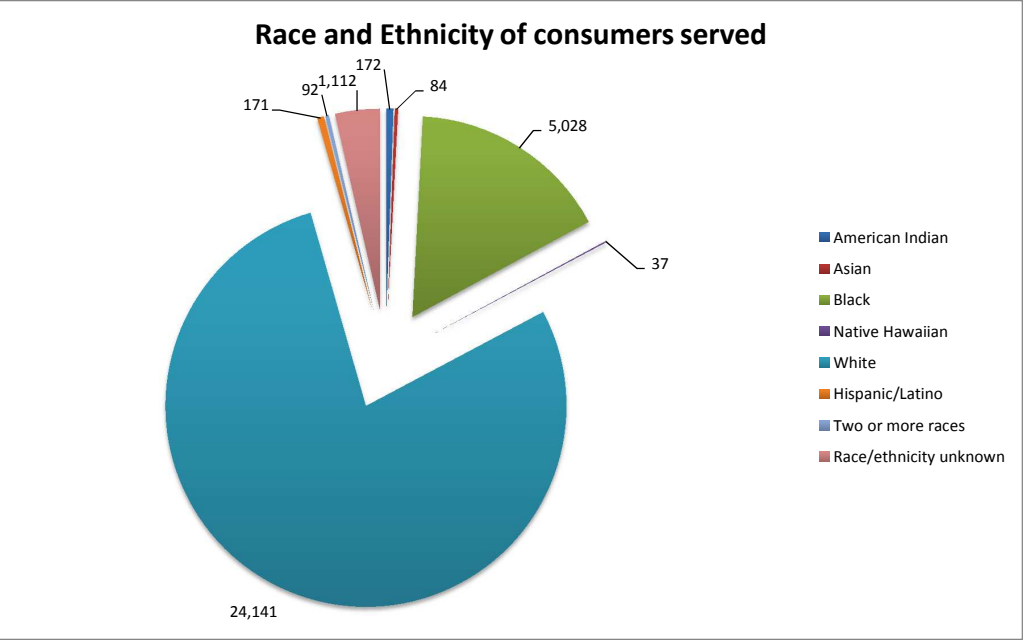
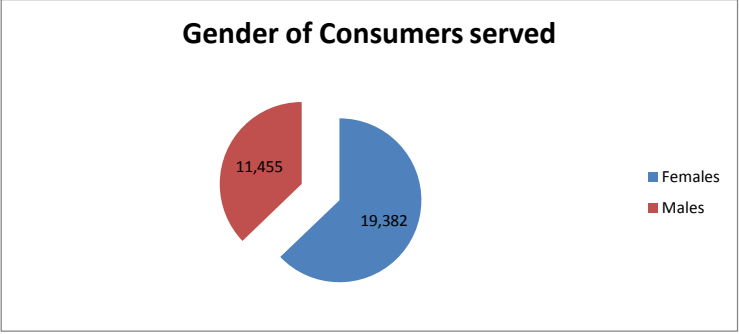
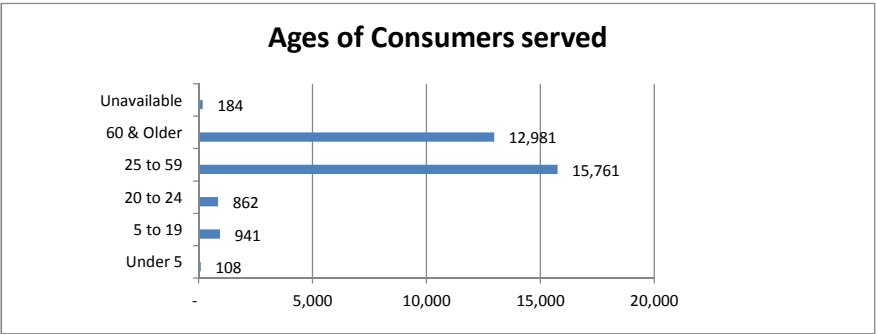
Research Design: The population surveyed were consumers of the Centers for Independent Living (CILs) involved with the IL program

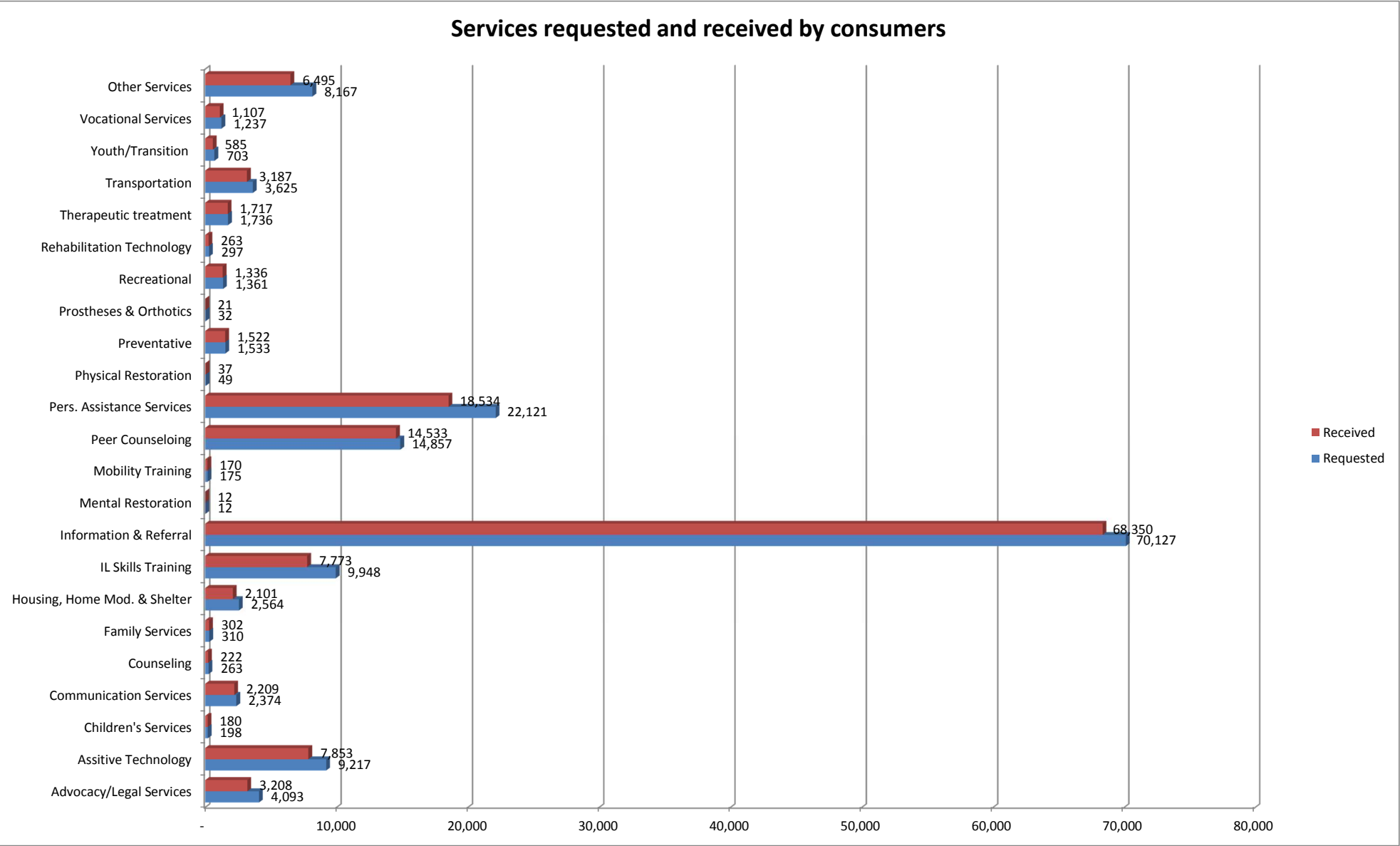
Data Analysis: The consumer responses were tabulated for each query. The following pages report the services being received by the consumers surveyed. As indicated by the results, some consumers receive multiple services. The responses are included in this report for each service the consumer indicated they received.

Report Format: Pages 3-5 show demographics of all persons served during the Federal Fiscal Year by the 22 Centers for Independent Living (CILs) as reported annually by the CILs to the Office of Adult Learning and Rehabilitation Services within the Department of Elementary and Secondary Education. For each of the service areas there are two pages with questions/graphs each followed by a comment page. The first question asks if the consumer received the service, the second question reports the level of satisfaction with those services. During the survey, if the consumer responded they were **Somewhat Satisfied or Dissatisfied** a follow up question of ***How the services could have been better*** was asked and a representation of the comments received is included on the next page of the report.

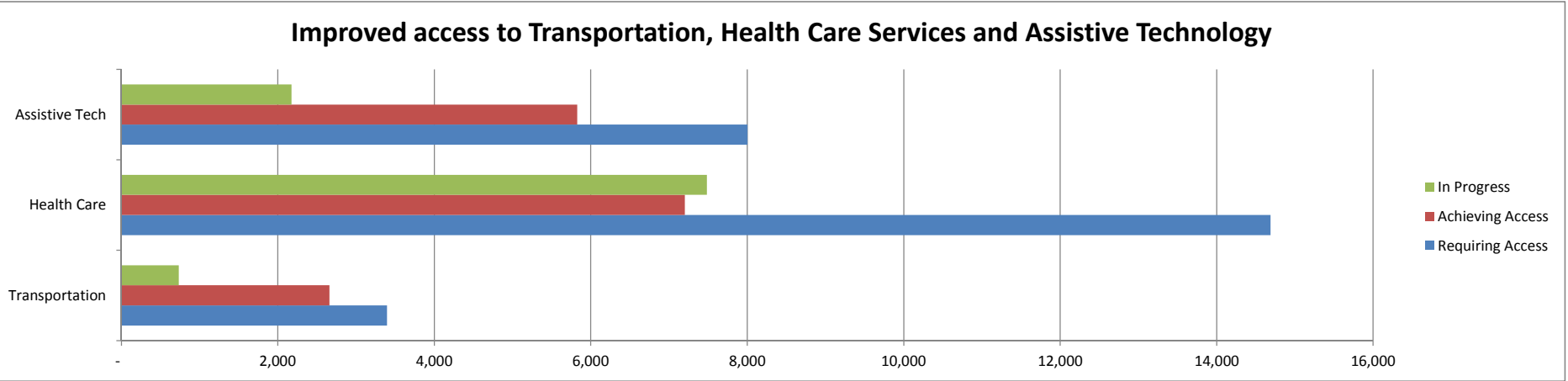
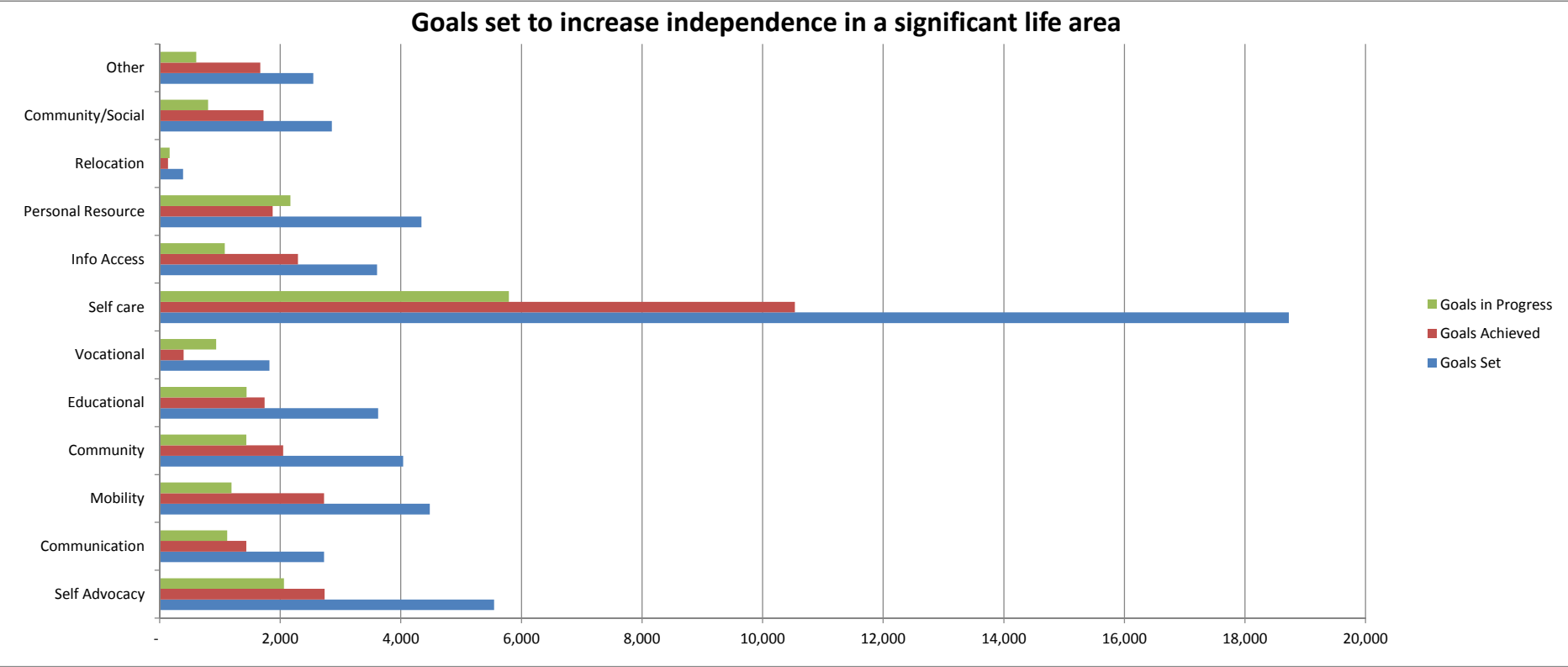
The third page for each service shows whether the consumer felt they gained knowledge, skill and/or independence from the service and whether the service made a positive change in the life of the consumer. During the survey, consumers responding "yes" to the question: ***Did the service received make a positive change in your life***, were asked a follow up question of ***What change did it make***. A representation of the responses from the survey are included in this report on the page(s) following the satisfaction questions for each corresponding service.

Total Number of Consumers served in Missouri by 22 Centers for Independent Living: 30,837



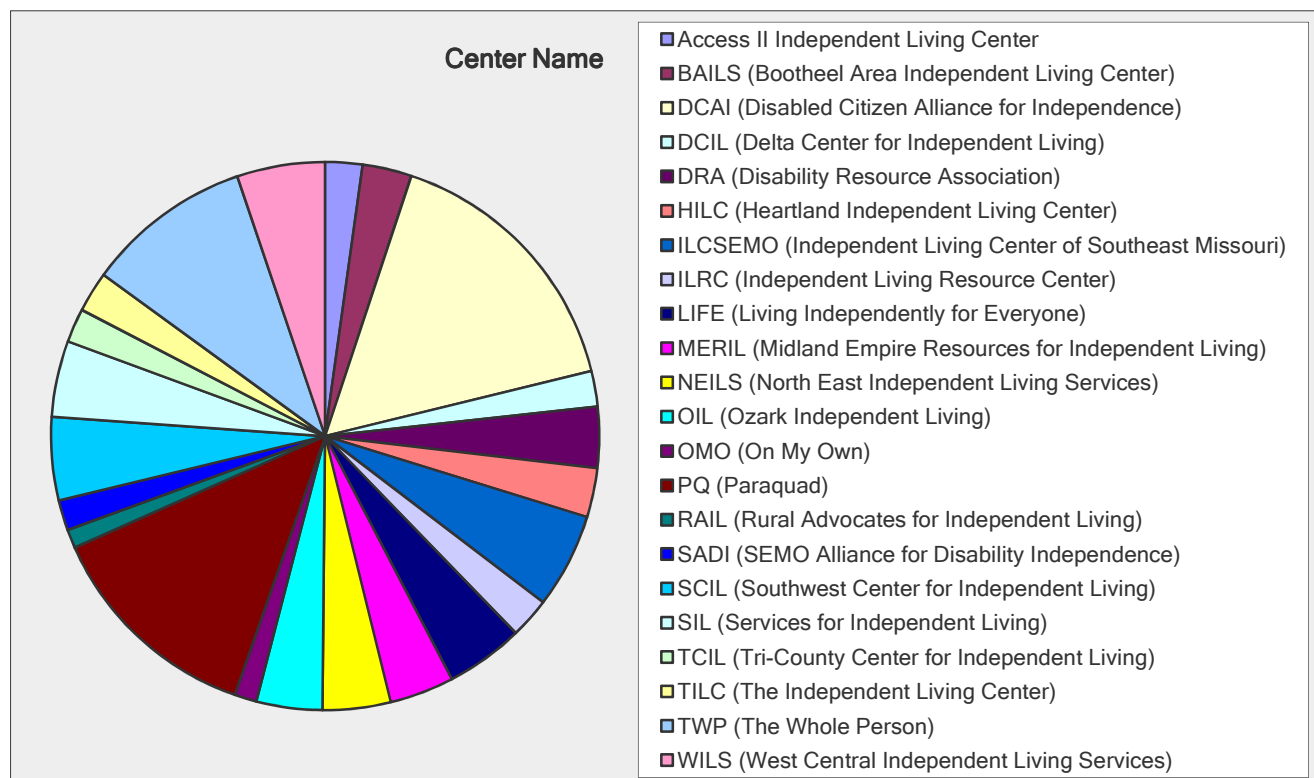


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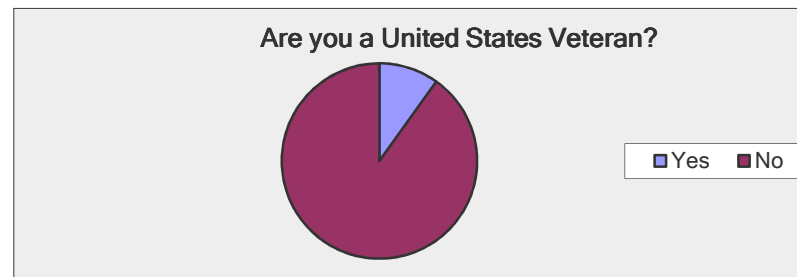
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Center Name		
Answer Options	Response Percent	Response Count
Access II Independent Living Center	2.2%	88
BAILS (Bootheel Area Independent Living Center)	2.9%	120
DCAI (Disabled Citizen Alliance for Independence)	16.1%	655
DCIL (Delta Center for Independent Living)	2.1%	84
DRA (Disability Resource Association)	3.6%	147
HILC (Heartland Independent Living Center)	2.9%	117
ILCSEMO (Independent Living Center of Southeast Missouri)	5.6%	226
ILRC (Independent Living Resource Center)	2.4%	97
LIFE (Living Independently for Everyone)	4.6%	187
MERIL (Midland Empire Resources for Independent Living)	3.8%	155
NEILS (North East Independent Living Services)	4.0%	163
OIL (Ozark Independent Living)	3.9%	160
OMO (On My Own)	1.3%	52
PQ (Paraquad)	13.0%	531
RAIL (Rural Advocates for Independent Living)	1.1%	44
SADI (SEMO Alliance for Disability Independence)	1.8%	73
SCIL (Southwest Center for Independent Living)	4.9%	200
SIL (Services for Independent Living)	4.5%	184
TCIL (Tri-County Center for Independent Living)	2.0%	83
TILC (The Independent Living Center)	2.4%	96
TWP (The Whole Person)	9.8%	399
WILS (West Central Independent Living Services)	5.2%	210
answered question		4071
skipped question		0

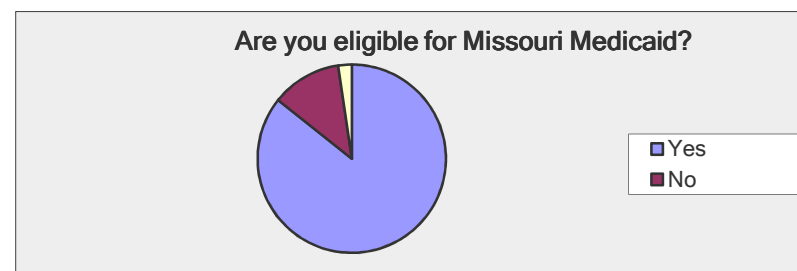


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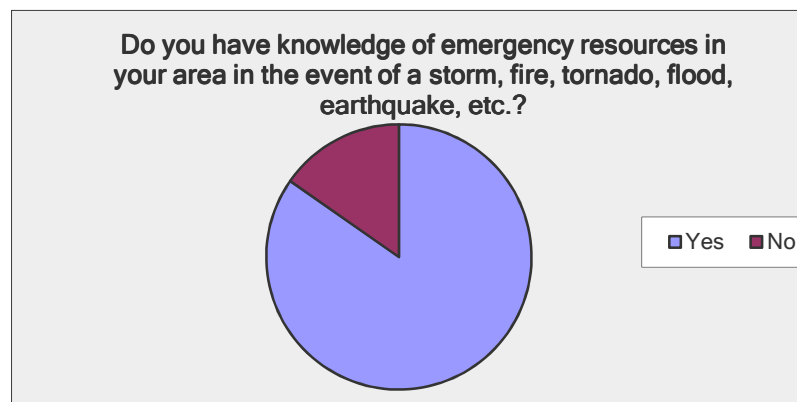
Are you a United States Veteran?		
Answer Options	Response Percent	Response Count
Yes	9.9%	369
No	90.1%	3374
<i>answered question</i>		3743
<i>skipped question</i>		328



Are you eligible for Missouri Medicaid?		
Answer Options	Response Percent	Response Count
Yes	85.7%	3208
No	12.0%	450
I don't know	2.3%	85
<i>answered question</i>		3743
<i>skipped question</i>		328



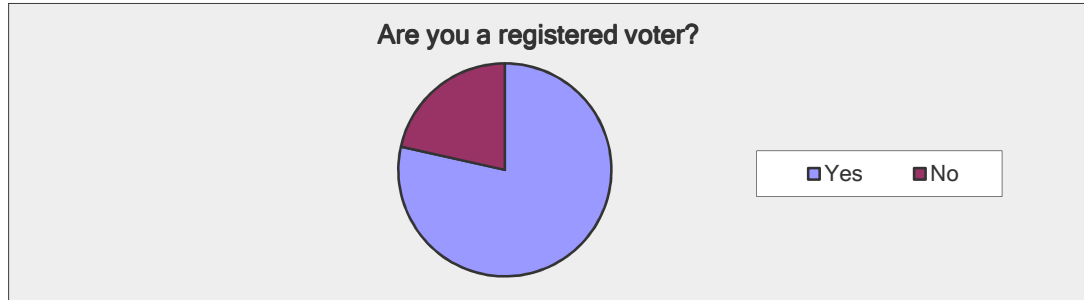
Do you have knowledge of emergency resources in your area in the event of a storm, fire, tornado, flood, earthquake, etc.?		
Answer Options	Response Percent	Response Count
Yes	84.7%	3140
No	15.3%	569
<i>answered question</i>		3709
<i>skipped question</i>		362



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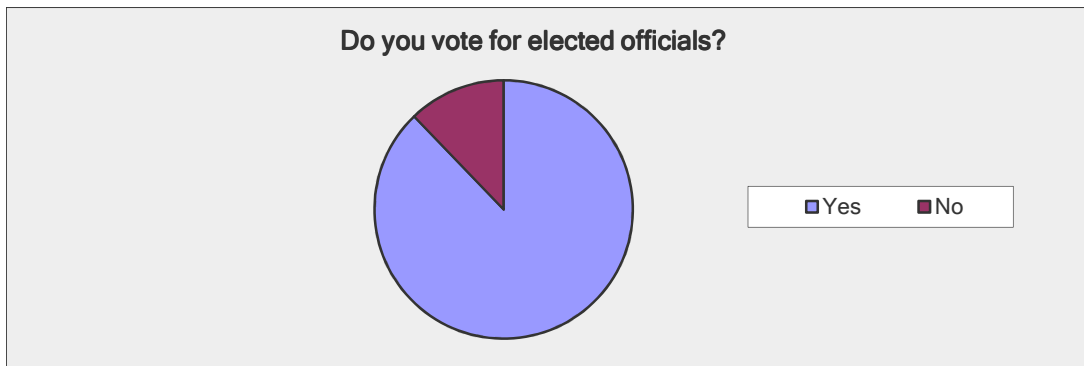
Are you a registered voter?

Answer Options	Response Percent	Response Count
Yes	78.5%	2932
No	21.5%	802
<i>answered question</i>		3734
<i>skipped question</i>		337



Do you vote for elected officials?

Answer Options	Response Percent	Response Count
Yes	87.8%	2578
No	12.2%	357
<i>answered question</i>		2935
<i>skipped question</i>		1136

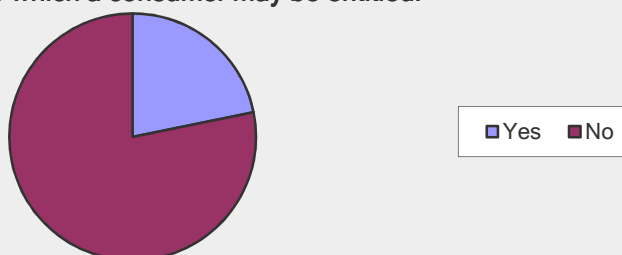


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Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.

Answer Options	Response Percent	Response Count
Yes	21.8%	807
No	78.2%	2902
<i>answered question</i>		3709
<i>skipped question</i>		362

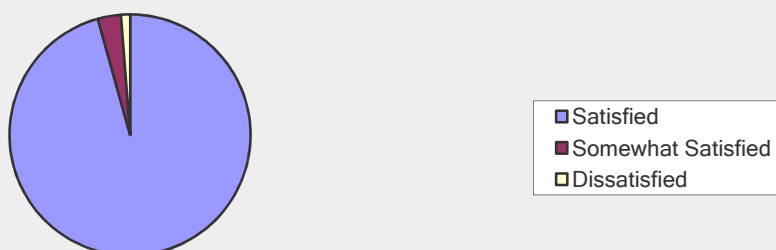
Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.



What was your experience with the ADVOCACY services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.7%	779
Somewhat Satisfied	3.1%	25
Dissatisfied	1.2%	10
<i>answered question</i>		814
<i>skipped question</i>		3257

What was your experience with the ADVOCACY services you received?



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Advocacy service could have been better.

Answered question

34

Skipped question

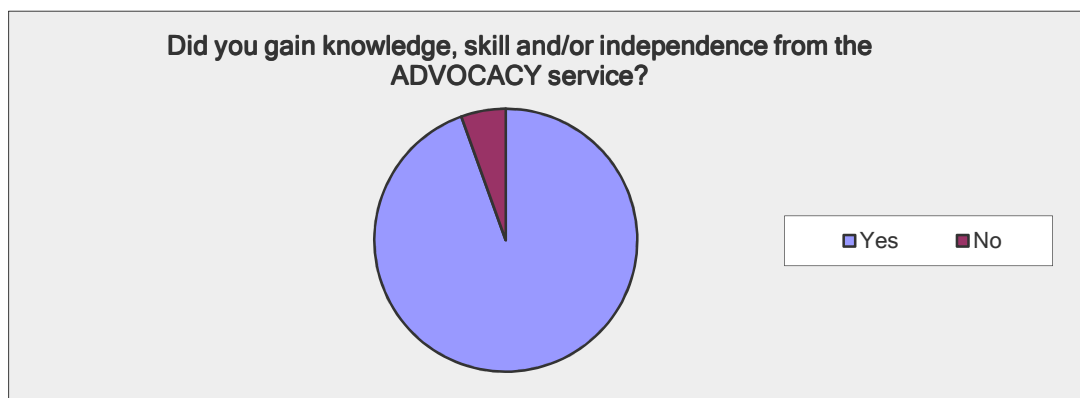
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- 1 When I asked (spoke to a man) I did not feel what I got was appropriate and it was no help.
- 2 Not exactly sure- by explaining more available resources in the area- should refer me to other organizations.
- 3 Jacob has problems in school and needed the advocate to help us with the IEP
- 4 I needed help with Medicaid supplemental insurance
- 5 We needed staff to be more proactive in our problems with the school
- 6 Rules and policies, etc. for the community advocates group were not laid out and explained well before starting the program. Some of these rules and policies were "made up as we went".
- 7 He stated that he could not get the help he needed.
- 8 Treated badly by some of the employees at ths CIL.
- 9 Satisfied with what mentor did but not satisfied with the outcome
- 10 Consumer received advocacy and assistance with obtaining a phone through the TAP program. She stated that the batteries were corroded, the phone did not work properly upon receipt. Technical problems resulted in loss of phone use. She stated that she did receive another phone which worked for approximately 1 week and then began having issues. The whole process was too long, did not meet the need, very frustrating.
- 11 Sometimes you don't always qualify for the service.
- 12 Trying to find somebody else to help train me on the computer through the Reboot program.
- 13 Call on me more , make sure I'm OK
- 14 There seem to be more funds in the city than North county where I lived. Hard for me to get energy and rental assistance that I needed.
- 15 Seemed like it took to long to get a walker
- 16 The states did not allow what I think I really needed
- 17 Did not feel she received the care she needed. too much paperwork .
- 18 Could have been better if I could have stayed with the CIL.
- 19 My doctor bill could have been taken care of.
- 20 I needed help and didn't qualify because I couldn't pay my spend down.
- 21 No information other than what could be gotten from the internet

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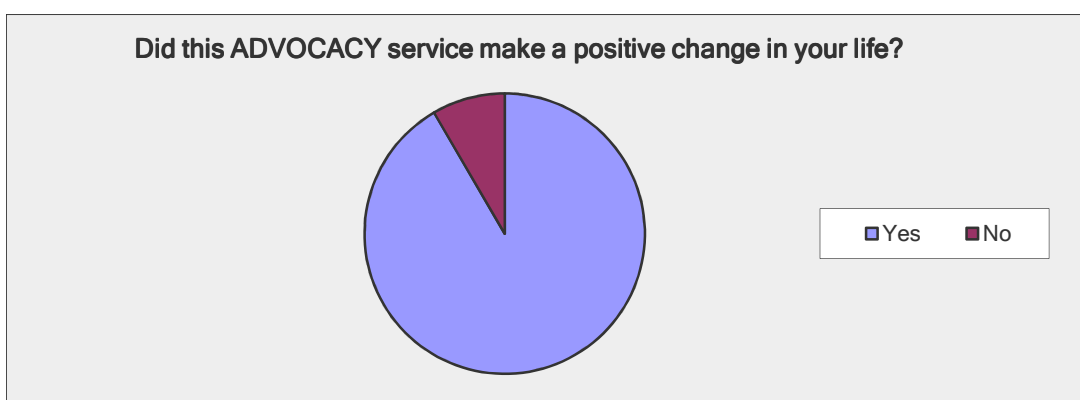
Did you gain knowledge, skill and/or independence from the ADVOCACY service?

Answer Options	Response Percent	Response Count
Yes	94.5%	769
No	5.5%	45
<i>answered question</i>		814
<i>skipped question</i>		3257



Did this ADVOCACY service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	91.6%	742
No	8.4%	68
<i>answered question</i>		810
<i>skipped question</i>		3261



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If Yes, what change did this ADVOCACY service make?

Answered question

576

Skipped question

3495

- 1 Back yard steps got cleaned up one Saturday.
- 2 Encouraged me to do better.
- 3 The CIL helped her get her Medicaid back.
- 4 Helped us, we are in the process of getting a ramp right now.
- 5 Was able to get changes made in IEP
- 6 I wanted an interpreter because I didn't want my daughter involved at my doctor's visit. They said I either had to bring my own interpreter or my daughter, and I didn't think that was right. I called SIL and they told me the doctor had to provide it as a reasonable accommodation, and if they needed to speak to the doctor's office, they would help them understand the law. I got an interpreter and I didn't have to pay for it and it wasn't my daughter.
- 7 The CIL helped me get my retirement benefits that I didn't even know I was entitled to. I can afford to live in a reasonable place instead of being homeless.
- 8 Made aware of the resource and assisted her getting help in the home.
- 9 We're very satisfied with the services that we received from the CIL. My son's IEP was a mess, and we just didn't know how to get the district to work with us. We called everyone that you can imagine, and the Thompson Center gave us Bridgette's number. She worked with us and got to know my son, and advocated for a more appropriate and measurable IEP. My son had not reached a benchmark in two years, and he was capable of doing it. It is much better now and the school is working with us like they had never before.
- 10 Help with understanding Medicaid
- 11 When I was told my hours were going to be cut, my ILS advocated for an appeal. I won the appeal, and now I have more hours because my condition has worsened even more.
- 12 Helped me get PCA.
- 13 Gave you more independence and knowledge of what was available.
- 14 Gained experience about the legislative process
- 15 Kept me from being homeless
- 16 I lost my services because of SynCare. My ILS advocated for me because he knew that I needed services, and I got them back. There was no way could live in my own home without someone helping me keep me and my home clean. I can't even get out of bed by myself - how was that going to work? I kept asking that question, and the person assessing me couldn't even give me that answer. My ILS worked with me and the state and I got my services back quickly.
- 17 My daughter needed an advocate for her IEP, and with help, we were able to address some areas of concern and deficiencies that were a continuous threat every year. My daughter is in the regular classroom most of the time now, and she is working on meeting her goals that were typically ignored in the past. This will be a good year of progress for my daughter, and I have learned that advocacy is a must. I can't thank you enough for the help and teaching me my role as an advocate for my daughter!
- 18 I had help applying and filling out the paperwork for SSI. My caseworker helped me fill out form so I could vote from my home.
- 19 My caseworker helped me fill out paperwork for SSD and also for Medicaid. She then faxed new medical information to the Disability Determination Board. She also helped me write a letter to DFS about my new medical information and faxed it to DFS and Disability Determination. I couldn't have gotten it done as fast without her help. She was a great help.
- 20 I had help filling out my Circuit Breaker paperwork for three years. My caseworker mailed the information for me. I also had help filling out paperwork for an absentee ballot. I used the money from my CB to pay some of my bills. I appreciated the help.
- 21 "I learned a lot about self advocacy."
- 22 Helped me learn my rights.

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If Yes, what change did this ADVOCACY service make?

Answered question

576

Skipped question

3495

- 23 It has helped me learn to stand up for myself in situations where I needed to stand up for myself because of my handicap.
- 24 It has given me tools so I can be more comfortable with myself and doing things for myself. Giving me knowledge. What my rights are and what I can do.
- 25 I've been connected with other disabled people in the area. It is nice to know I have someone there in case I have issues. I can contact the CIL and have made friends with other consumers and with people.
- 26 Gained confidence and ability to direct her own services
- 27 It gave me confidence on how to act in the work place and talk with the bosses. To be a better worker and have good success in school
- 28 I no longer have a Payee and I didn't need one for a very long time, but I didn't know how to get rid of them. The CIL helped me out and now I have control over my checking account and my bills are paid on time.
- 29 I received information about CMAA for weatherization and did get it.
- 30 Made her a better person.
- 31 Helped me learn to stand up for my rights.
- 32 It helped me to get hearing aids that I can't afford I did not know anything about that program for poor people
- 33 I needed compression hose that my doctor ordered and had a hard time getting them. Provider Plus couldn't understand me so someone from your center called them. Provider Plus came out several times because they kept giving me the wrong ones. My worker at ILC helped me with this.
- 34 I kept my job
- 35 I was put in touch with a utility assistance program.
- 36 I had help filling out paperwork for a telephone, absentee ballot and food stamps. My caseworker helped me with MFP program to get an apartment. What life changing experiences.
- 37 My caseworker worked with my son. She went to IEP meetings and helped to get him back in school part-time. Then at another meeting she helped to get him into school full-time. It made such a positive change in my sons life. He wanted to go to school with the other kids.
- 38 I learned the power of asking why when someone tells me no or tells me that I do not qualify for services. The CIL helped me understand this during my appeal when SynCare assessed me and dropped me from the program. It won't happen again since I know how to self-advocate.
- 39 I couldn't get services after being in the nursing home for rehabilitation, so I called SIL. They advocated for me and I got services within 2 days.
- 40 I lost my services when SynCare assessed me. I kept telling them I couldn't live on my own without an attendant, but nobody would listen to me. I forgot to take medication, and I ended up in the hospital. I called my ILS and she helped me appeal the decision. The woman at SynCare didn't even tell me I could appeal. I won my appeal with SIL and I don't forget my medication and I get a bath every day that I need one. I am happy.
- 41 Gave consumer peace of mind to know there is a place to get assistance or referrals.
- 42 I had help applying for SSD, Medicaid and Food Stamps. My caseworker helped fill out the paperwork I needed. Getting these services has made my life easier.
- 43 I had help applying for Social Security Disability and Medicaid. My caseworker helped me get the paperwork I needed and helped me fill out the forms. She also helped me get Lifeline. All of these have made a big difference in my life.

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If Yes, what change did this ADVOCACY service make?

Answered question

576

Skipped question

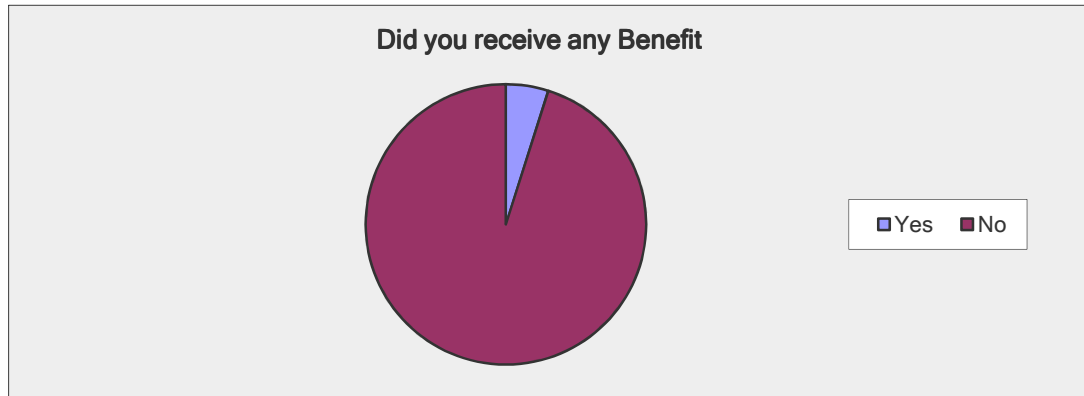
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- 44** My caseworker helped me sign up to vote and to get an absentee ballot. She called a service provider for me to get a new walker. She faxed by birth certificate to the apartment complex I was planning on moving into. She set up an appointment with the apartment complex to complete filling out the paperwork. I will never be able to thank her enough for all she does.
- 45** I had help signing up for the absentee program. I really wanted to vote in this election and I couldn't go to the polls. I was glad for the help.
- 46** It helps me with my independence and staying in my own home.
- 47** Help me learn how to be a self-advocate and how to contact resources on my own
- 48** It made me feel better to be able to get the care and medical attention I needed.
- 49** It helped me to get my Medicaid established
- 50** My caseworker got the paperwork for me to apply for my GED. I am really excited.
- 51** My caseworker helped me with everything I needed to move from a nursing home into my own apartment. I am grateful to her.
- 52** I was given names of several agencies that I qualify for services for my vision and hearing loss
- 53** Informed me of some services that I was not aware of!
- 54** I learned how to talk to my politicians to tell them what I need as a person with a disability.

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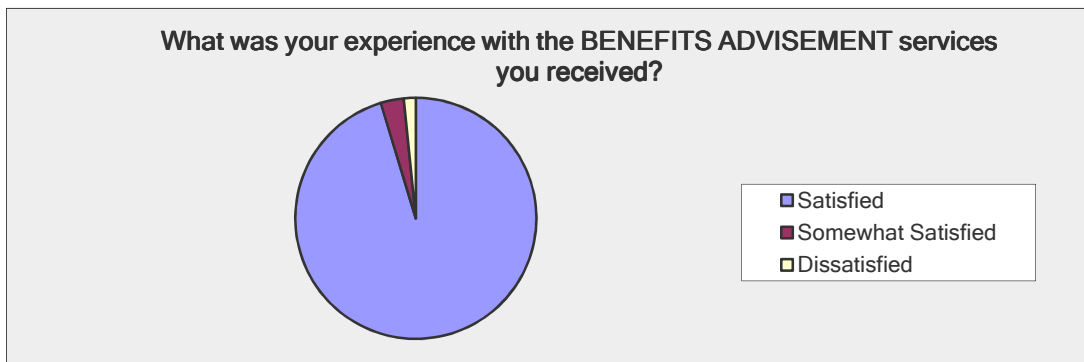
Did you receive any Benefits Advisement services? Assistance with benefits planning for employment, disability, and/or retirement purposes. This may include coordination

Answer Options	Response Percent	Response Count
Yes	4.9%	181
No	95.1%	3520
answered question		3701
skipped question		370



What was your experience with the BENEFITS ADVISEMENT services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.3%	182
Somewhat Satisfied	3.1%	6
Dissatisfied	1.6%	3
answered question		191
skipped question		3880



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If you chose Somewhat Satisfied or Dissatisfied, please describe how the Benefits Advisement service could have been better.

Answered question

15

Skipped question

4056

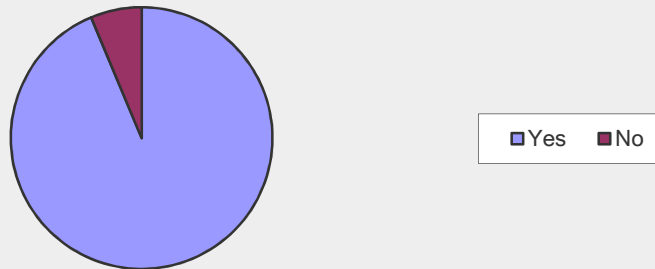
- 1 I didn't want to lose my services, and I don't think it is fair that I would have to. I worked most of my life paying into the system, and when I need help, there isn't any for me. That is not fair. I know it is not your fault, but someone needs to do something about it.
- 2 It really didn't go to well.
- 3 It could have been better if I was given my benefits.
- 4 probably give more information
- 5 Services were not explained properly and did not get the proper training.
- 6 Put it back like it used to be. Do not make her use her spend down for her oxygen. Can't afford her benefits.
- 7 I tried to get approved for the HCB Waiver to help with my spend down but it was not successful.

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Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?

Answer Options	Response Percent	Response Count
Yes	93.7%	179
No	6.3%	12
<i>answered question</i>		191
<i>skipped question</i>		3880

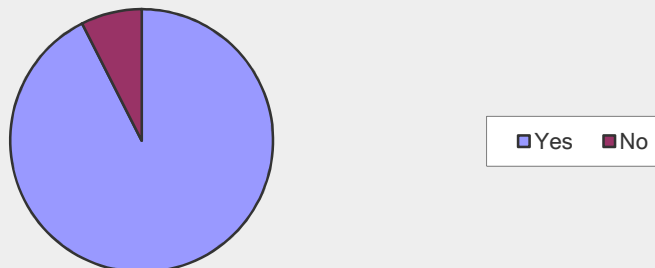
Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?



Did this BENEFITS ADVISEMENT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	92.5%	172
No	7.5%	14
<i>answered question</i>		186
<i>skipped question</i>		3885

Did this BENEFITS ADVISEMENT service make a positive change in your life?



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If Yes, what change did this **BENEFITS ADVISEMENT** service make?

Answered question

128

Skipped question

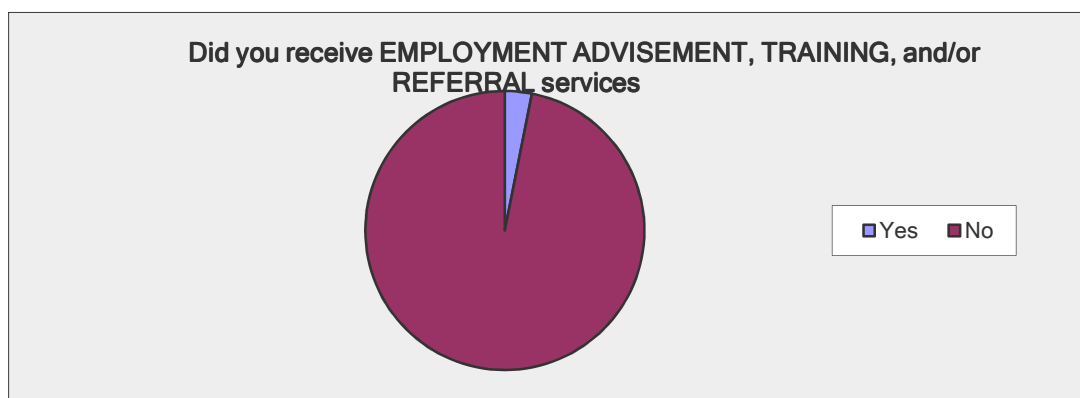
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- 1 I needed help understanding my spend down, and SIL helped me figure out how to meet it.
- 2 They helped me figure out how I could work and not lose Medicaid through a program. I pay a premium, but I can afford that and still work.
- 3 My caseworker told me what paperwork I would need to apply for SSD and Medicaid. She helped me get what I needed.
- 4 Gave her confidence to get in and out of her house, reach out to the community more.
- 5 Assisted me with a social security application.
- 6 Different services she brought me, lots of information. How to get my glasses, food services, work, I gained part-time employment. I have a book full of stuff from there. The low income housing was a big help. She gave me different plans on prescription programs. The program on assisting with moving was all set up, but the lady at the management housing complex was too late on faxing back so they were out of funds by the time she got to it. Information on dental programs.
- 7 The consumer was given info on how to get SS disability and is pleased with the help.
- 8 My caseworker and I talked about the MFT program, getting food stamps, and a telephone. We will work together on getting them accomplished.
- 9 I needed to apply for blind pension so I talked to my caseworker. She helped me a lot and eased my mind about getting it.
- 10 I talked with my caseworker about benefits I needed and she helped me get them.
- 11 I got my Disability back and could feel good again because I could live on my own.
- 12 I talked to my caseworker about different benefits I needed. She told me what paperwork I needed to apply.
- 13 My caseworker and I talked about the Tap phone program and the EAAT program. I have benefited from both.
- 14 My caseworker and I discussed SSD and Medicaid. She explained a lot about them. It really helped me understand.
- 15 We discussed MFP program when I decided I wanted out of the nursing home and move into an apartment. It was just the help I needed to get started and be more independence.
- 16 My caseworker and I talked about what paperwork I would need to apply for Medicaid. My medicines aren't as costly now.
- 17 I told my caseworker I wanted to vote but couldn't go to the Polls. She told me about absentee voting. I applied.
- 18 I talked to my caseworker about SSD and Medicaid. She helped me apply
- 19 My caseworker talked to me about SSD and food stamps. I got them both thanks to my caseworker.
- 20 It helped me be more independent by giving me a little more income.
- 21 I understood social security benefits better
- 22 Helped me to get my benefits and gave me information on how to contact people
- 23 I had some issues with one of the social service programs. My caseworker helped me get it solved.
- 24 I learned how to plan for receiving earnings from my new job.
- 25 Without the help I couldn't have gone out to live alone.
- 26 I had help applying for Social Security Disability.
- 27 Received assistance with social security benefits
- 28 I am receiving a blind pension now, before I did not know I could or that it even was there to receive.
- 29 I know how to advocate for myself, and what benefits I am qualified to receive
- 30 I did not know I was eligible to receive savings programs to reduce my premiums.
- 31 I know what disability benefits I am qualified for and now receiving. This has increased my income and health care services

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Did you receive any EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL services? This would include job training, placement, development, resume development, interviewing skills, job seeking and retention skills, as well as referral for other employment services as needed.

Answer Options	Response Percent	Response Count
Yes	3.1%	116
No	96.9%	3579
answered question		3695
skipped question		376



What was your experience with the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL services you received?

Answer Options	Response Percent	Response Count
Satisfied	79.8%	95
Somewhat Satisfied	9.2%	11
Dissatisfied	10.9%	13
answered question		119
skipped question		3952



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL service could have been better.

Answered question

18

Skipped question

4053

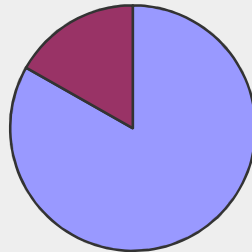
- 1 We only had one meeting and he never got back a hold of me.
- 2 It's too vague. Its hard to act on what I receive (emails).
- 3 I didn't get a job since I have a criminal background.
- 4 I need job coach with me more often on the job.
- 5 She did get a part time job but she would preferred a different job.
- 6 I didn't get a job.
- 7 They didn't do anything. The participant said she had found the job on her own.
- 8 Didn't do much except go on one interview
- 9 They couldn't help me find a job.
- 10 Referral made to LTC for a walker and has not received the equipment or heard from LTC.
- 11 Job coaches are not helpful when she receives a new coach.
- 12 Still waiting for employment
- 13 When she went to the CIL for employment, she was already doing her own job searches, but she was told to do her own job searches on her own computer. And if she finds a job to let them know. And if she has to find a job on her own, then why use the CIL?

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Did you gain knowledge, skill and/or independence from this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	83.2%	99
No	16.8%	20
<i>answered question</i>		119
<i>skipped question</i>		3952

Did you gain knowledge, skill and/or independence from this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service?

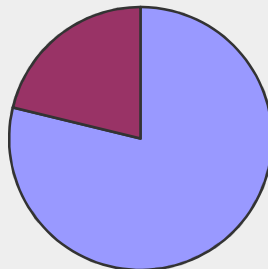


■ Yes ■ No

Did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	78.8%	93
No	21.2%	25
<i>answered question</i>		118
<i>skipped question</i>		3953

Did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make a positive change in your life?



■ Yes ■ No

Annual IL Outcomes Survey FY12

If Yes, what change did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make?

Answered question

64

Skipped question

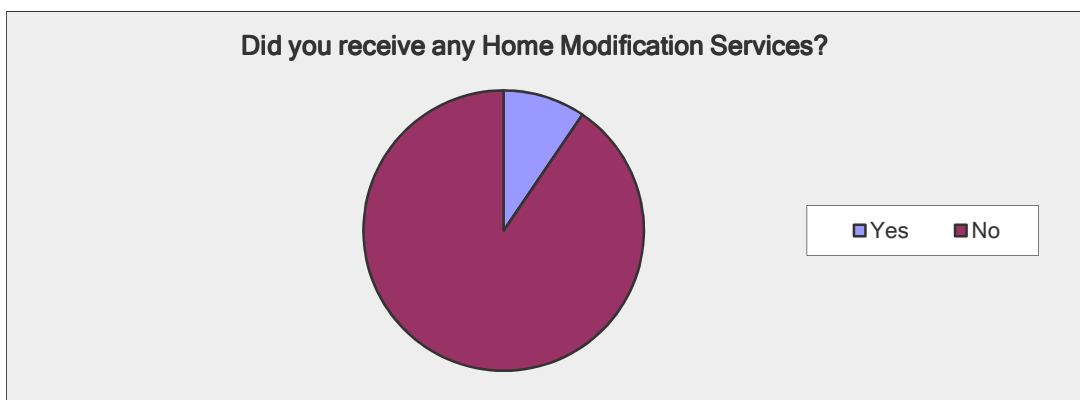
4007

- 1 They were a lot of help. They had a lot of resources. They took the time to listen to my story.
- 2 They told me I was qualified for the supervisory position over them. Then I went back to grad school.
- 3 It's really great. I was surprised at the high quality of service.
- 4 TWP redid her resume. Put in an application 3 weeks ago, waiting for a call.
- 5 The CIL sends me job lists and I look it over.
- 6 I learned how to disclose my disability and ask for reasonable accommodations from going to the classes that Bridgette taught.
- 7 I learned how to look for a job and what kind of job I want.
- 8 I was in the work readiness classes, and I learned how to seek employment, apply for jobs, and conduct myself in an interview. I got a job.
- 9 They taught me how to do resume and improved my job interview. I would like to continue receiving services in employment.
- 10 Stated that the services assisted with getting placement in school.
- 11 I learned how to market my skills.
- 12 I learned how to complete a resume and job application to increase my chances of getting a job.
- 13 She stated she was able to stay in her own home after finding out about the CDS program.
- 14 Gained part-time employment.
- 15 "It helped become a better employee and got a better performance review".
- 16 Got myself a job twice
- 17 I learned how to search for jobs and market myself and skills.
- 18 I learned about my interests and skills when I transition from high school.
- 19 I got a job after deciding whether or not I could afford to lose Medicaid.
- 20 I was in the work-readiness classes and I got a job
- 21 I got a job after working with the CIL and learning how to market my skills. I have a great personality and now I have a great job.
- 22 I'm going to work right now! They helped me out a lot.
- 23 I learned there are some jobs I can do and I am currently working
- 24 They helped me find a part time job
- 25 Gave her more knowledge of what to do and how to go about getting a job.
- 26 I got a job!
- 27 Made sure I knew what I was supposed to be doing.
- 28 Gave me knowledge
- 29 I attended Vocational Rehabilitation. The training was good.
- 30 Helps to get motivated to pursue goals.

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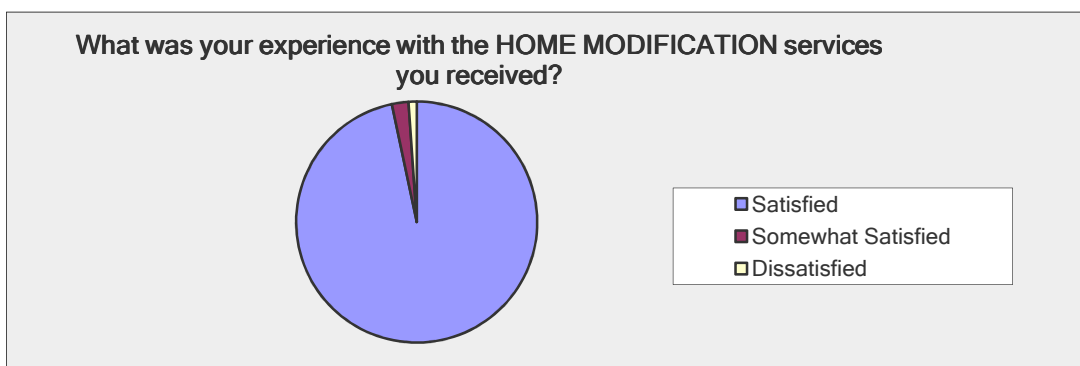
Did you receive any Home Modification services? These services are related to securing housing or shelter, adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by individuals with significant disabilities).

Answer Options	Response Percent	Response Count
Yes	9.5%	351
No	90.5%	3340
answered question		3691
skipped question		380



What was your experience with the HOME MODIFICATION services you received?

Answer Options	Response Percent	Response Count
Satisfied	96.6%	345
Somewhat Satisfied	2.2%	8
Dissatisfied	1.1%	4
answered question		357
skipped question		3714



Annual IL Outcomes Survey FY12

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Home Modification service could have been better.

Answered question

46

Skipped question

4025

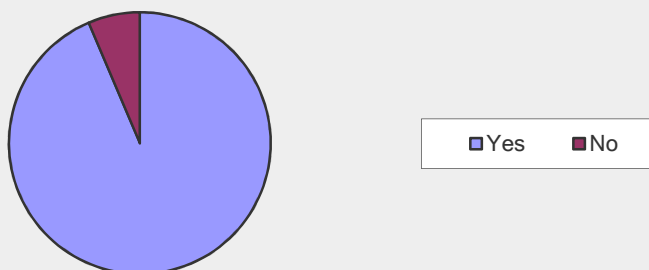
- 1 I got information packet but decided not to use services
- 2 Has not yet received the ramp she has applied for.
- 3 They wanted to give me a ramp but I didn't want to have a five year lien on my house so I turned them down. Nobody else will give me a ramp.
- 4 Waiting on ramp now, and phone and bars
- 5 It isn't right that you should have to own your home to get a ramp. I am staying with a relative and waiting for my insurance check to build another home
- 6 After being told the material for the ramp was going to be here several times, it took 2 months to be delivered. My cousin took off work twice to start building the ramp and the material didn't show up. After the material got here, I was satisfied. I was pleased with the material and the advice on how the ramp could be built.
- 7 I didn't like having to call other people to get help with a ramp but a church did take care of it
- 8 Thinks the contractor took advantage of the CIL. took to long and he wasn't right..
- 9 The bar in the bath tub I have now doesn't fit in.
- 10 Some help was denied
- 11 I could not get up ramp by myself in my wheelchair

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Did you gain knowledge, skill and/or independence from this HOME MODIFICATION service?

Answer Options	Response Percent	Response Count
Yes	93.6%	334
No	6.4%	23
<i>answered question</i>		357
<i>skipped question</i>		3714

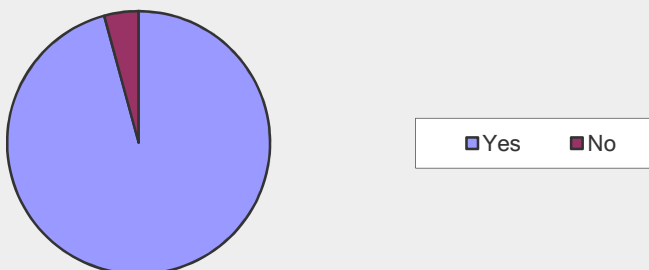
Did you gain knowledge, skill and/or independence from this HOME MODIFICATION service?



Did this HOME MODIFICATION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	95.8%	342
No	4.2%	15
<i>answered question</i>		357
<i>skipped question</i>		3714

Did this HOME MODIFICATION service make a positive change in your life?



Annual IL Outcomes Survey FY12

If Yes, what change did this HOME MODIFICATION service make?

Answered question	286
Skipped question	3785

- 1 Got grab bars, I appreciate it.
- 2 Provided safety bathing without falling.
- 3 I am so thankful for my ramp because I couldn't afford it, and I couldn't get in and out of my home easily. Scout was wonderful to work with, and I thought the builder was great. I am so happy that you made this happen, and I can't thank you enough.
- 4 I'm living on my own now. Not with my kids.
- 5 He stated that getting the ramp really helped him be able to get in and out of the house. He stated that he wasn't able to go places before receiving the ramp.
- 6 Ramp helps me get in and out of the house.
- 7 Gained independence through mobility.
- 8 It will help me with getting in and out of my home
- 9 I had no idea what the CIL did or how long they had been in West Plains. The service was so nice and Mike was very helpful. I was looking to have to give up my home and move to the assisted living in West Plains until I heard about OIL. OIL built a ramp for me and now I can go in and out of my house to get to the doctors appointments. I enjoy my house and my independence. I am very pleased with OIL services and the ramp they built for me to use.
- 10 Stated that having the ramp has made it easier to get into the house.
- 11 I can now get into my bathroom safely.
- 12 She stated that having her ramp that WILS built has kept her from having hip surgery.
- 13 She stated that the ramp she received allowed her to get into her house easier.
- 14 Since I'm blind, the hand rails and new stairs were such a blessing. I feel so much safer to navigate getting from my home to the car now.
- 15 I had a ramp built that helps me better get in and out of my home.
- 16 Ramp provided allowed for accessibility to and from home, ability to stay in home longer prior to moving to apartment complex.
- 17 I am now able to leave the home since WILS built me a ramp.
- 18 Allowed me to get in and out of home safely.
- 19 Yes, I am able to get in and out of my home.
- 20 Portable ramp allowed access to and from home. Could use chair and get errands taken care of, ease of transportation, access to community.
- 21 I have a ramp so I can get in and out of my house safely.
- 22 Enabled her to bathe and take a shower use warm water on her body and the ramp made it possible to use her scooter.
- 23 The consumer stated that it has allowed her to leave her home and she has more independence.
- 24 Having the ramp helps me, I can now get in and out of my home without crawling.
- 25 Allowed the freedom to leave the home.
- 26 It helps me get in and out of the shower better.
- 27 I am able to leave my house without assistance
- 28 Now I can do much more personal care myself with modifications-
- 29 I don't have to wait for someone to help me get outside now.
- 30 She can take a shower by herself.
- 31 My mobility increased and so did my quality of life.
- 32 It makes it easier to get in and out of my home. I feel much safer now.
- 33 I needed access after I got out of the hospital and the ramp made it so I could go home
- 34 As an amputee, the ramp gives me mobility in and out of home.
- 35 I was given a window air conditioner. I was really glad I got one with the weather so hot this summer.
- 36 My air conditioner stopped working. I got a window air conditioner from the Center. Because of my health I really need to be in the ac. I was so grateful for the help.

Annual IL Outcomes Survey FY12

If Yes, what change did this HOME MODIFICATION service make?

Answered question	286
Skipped question	3785

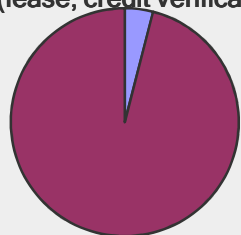
- 37 I had plastic put on my windows to help keep my house warmer in the winter and cooler in the summer.
- 38 Made my bathroom to where it is much easier & safer also. Staying in my home is just where I want to be.
- 39 My ramp is wonderful!
- 40 Made me more independent and to have privacy when taking a shower.
- 41 I had windows and a door replaced at my home. It made a big difference with the cost of my electric bill.
- 42 I could not get my leg over the edge of the tub. The shower is working out well for me
- 43 I can get in and out of the shower without falling.
- 44 I had a ramp made for my house. Also insulation put in and air filter.
- 45 My home was weatherized for the winter. I am getting my steps fixed.
- 46 Didn't have to worry about fall risk in the bathroom
- 47 The ramp was a very big help in me getting in & out of my home & allowed me to be able to stay there.
- 48 I really appreciate the new floors in my home. They are much safer and better.
- 49 My bathroom modified to help me
- 50 Modified my home to accommodate my needs much better
- 51 Made it safer in my bathroom & much easier
- 52 My grab bar has made me much safer in my bathroom!
- 53 Still trying to learn to walk after injury and uses the ramp every day with her walker and cane

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Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)

Answer Options	Response Percent	Response Count
Yes	4.0%	149
No	96.0%	3539
answered question		3688
skipped question		383

Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)

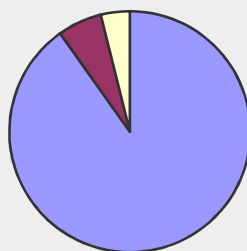


■ Yes ■ No

What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?

Answer Options	Response Percent	Response Count
Satisfied	90.1%	137
Somewhat Satisfied	5.9%	9
Dissatisfied	3.9%	6
answered question		152
skipped question		3919

What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Housing Referral or Assistance service could have been better.

Answered question

19

Skipped question

4052

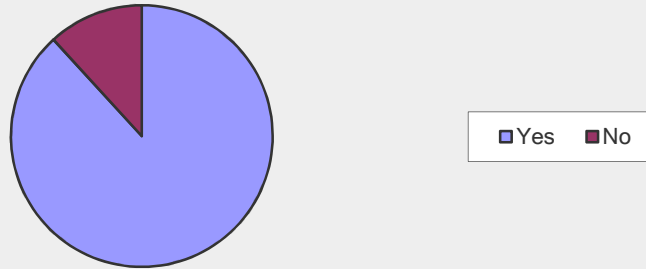
- 1 Help more with rent
- 2 The man at the CIL took too long to get the information to me.
- 3 Find me an apartment
- 4 List of housing but unable to find anything.
- 5 The services they needed did not exist.
- 6 Would like more assistance in locating another apartment. Her landlord is not making necessary repairs
- 7 Not satisfied at all. Didn't like the requirements.
- 8 I did not like the location of apartments given
- 9 He is on HUD. They are wanting him to put up rails for steps at side door and he can't afford it.
- 10 Wasn't too informative, more info on Section 8 how to get on the list.
- 11 The person that mailed the list of Apartments was nice but the apartment complexes were not helpful.
- 12 Instead of just giving a list of housing, actually help find housing.
- 13 Pleased in the past however, more recently requested a list and found none available.
- 14 Coordinate what areas are what, like zip codes.

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Did you gain knowledge, skill and/or independence from this HOUSING REFERRAL OR ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	88.2%	134
No	11.8%	18
answered question		152
skipped question		3919

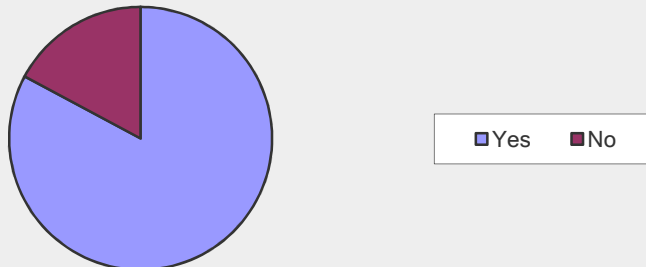
Did you gain knowledge, skill and/or independence from this HOUSING REFERRAL OR ASSISTANCE service?



Did this HOUSING REFERRAL OR ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	82.8%	125
No	17.2%	26
answered question		151
skipped question		3920

Did this HOUSING REFERRAL OR ASSISTANCE service make a positive change in your life?



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If Yes, what change did this HOUSING REFERRAL OR ASSISTANCE service make?

Answered question

98

Skipped question

3973

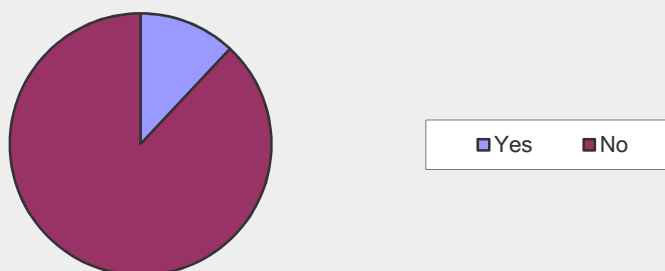
- 1 I was injured and moved from a tri-level house to a one level.
- 2 I found a reasonable place to live and a landlord that would work with me.
- 3 Helped me get my own apt and doing things on my own.
- 4 I found an apartment that I can afford.
- 5 I needed help talking with a perspective landlord. IL worker went with me and helped advocate for my special needs at the apartment complex. The CIL was very helpful and supportive.
- 6 Assisted me with electric bill.
- 7 I was able to leave the nursing home and live on my own again.
- 8 Can afford HUD housing and I live in a really nice apartment!
- 9 He was able to continue living where he is
- 10 Was homeless and helped me find another place. Helped with deposit and first month's rent.
- 11 My case manager helped me get my rent reduced.
- 12 It kept me in my home (received help with rent).
- 13 I was being evicted from my townhouse and in a bind without income for a year and they helped pay my first and last months rent so that I could find a place. Andrea helped me stay on track during the process.
- 14 I got out of nursing home and needed some assistance making my house accessible
- 15 They helped me pay my security deposit so I could move into my apartment.
- 16 I had help looking for and getting an apartment. I feel more secure and safe now.
- 17 I was homeless, and SIL helped me find a rental that I can afford. So, now I'm not homeless anymore.
- 18 I have an apartment now. With the help of my caseworker, I was able to move and get the things I needed for my apartment.
- 19 Made it possible to communicate with other people and made it easier to carry out errands that she had problems doing at her previous residence.
- 20 I needed to move out of where I was living. My caseworker helped me find another apartment and helped me move in. I couldn't have done it without her.
- 21 My caseworker helped me move from a nursing home to my own apartment. She helped me with all I needed.
- 22 I had help finding an apartment. I now have some place to live.
- 23 Helped consumer to live more independently.
- 24 Made consumer more independent.
- 25 I had to move out of my trailer. The Center helped me find a house and move into it. They were a lot of help.
- 26 There's a very big improvement. I was homeless, and she got me out of the hospital, and got me this nice warm apartment building, and helped me furnish it.
- 27 It was tough to find a handicap apartment to rent and they helped me with getting one.
- 28 I was able to move into a house from an apartment. It is a three bedroom house and I love it.
- 29 I was able to gain independent housing.
- 30 I independently made a choice where to live and it wasn't at Public Housing Authority, which makes me feel positive about my future.
- 31 Gave me knowledge of places.
- 32 I am working on finding an accessible apartment and they helped me find a list of places to look at.
- 33 Made me more independent
- 34 I was given information about HUD.
- 35 I was helped to get housing. I was given recommendations and had help finding a place.

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Did you receive any INDEPENDENT LIVING SKILLS TRAINING services? These may include instruction to develop independent living skills in areas such as personal care, coping, financial management, social skills, and household management. This may also include education and training necessary for living in the community and participating in community activities.

Answer Options	Response Percent	Response Count
Yes	12.0%	443
No	88.0%	3245
answered question		3688
skipped question		383

Did you receive any INDEPENDENT LIVING SKILLS TRAINING services?



What was your experience with the INDEPENDENT LIVING SKILLS TRAINING services you received?

Answer Options	Response Percent	Response Count
Satisfied	96.9%	434
Somewhat Satisfied	2.7%	12
Dissatisfied	0.4%	2
answered question		448
skipped question		3623

What was your experience with the INDEPENDENT LIVING SKILLS TRAINING services you received?



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Independent Living Skills Training service could have been better.

Answered question

25

Skipped question

4046

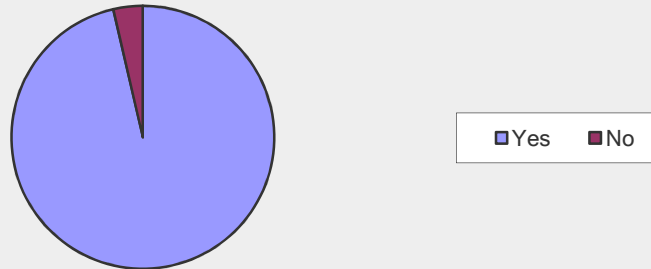
- 1 "I wish I knew about other services offered. I didn't know the CIL help with housing and employment, too."
- 2 The CIL was great but the landlord was not nice to me.
- 3 Did not get information needed
- 4 Education does not get to come often enough, conflicting schedules and appointment conflicts
- 5 Get more information and financially.
- 6 Have more visits more often.
- 7 I didn't really get no help with y'all so I got out of it. My specialist didn't help me with anything and I could never get no answers from him.
- 8 She states that she would have liked more information.
- 9 I'm still waiting to here from my disability benefits
- 10 I would think they should send me somewhere to put applications in that will be a positive outcome

Annual IL Outcomes Survey FY12

Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?

Answer Options	Response Percent	Response Count
Yes	96.4%	432
No	3.6%	16
<i>answered question</i>		448
<i>skipped question</i>		3623

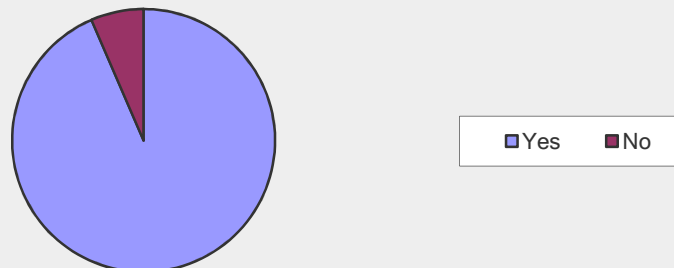
Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?



Did this INDEPENDENT LIVING SKILLS TRAINING service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	93.5%	418
No	6.5%	29
<i>answered question</i>		447
<i>skipped question</i>		3624

Did this INDEPENDENT LIVING SKILLS TRAINING service make a positive change in your life?



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If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

Answered question

351

Skipped question

3720

- 1 I learned how budget and save money, cook, and about taking care of myself after having a brain injury.
- 2 I changed how I spend my money after going to Mark's class on budgeting.
- 3 I took the health classes and I changed how I eat and exercise. I keep a diary of my general well-being that I didn't do before, and that helps me talk to my doctor when I visit.
- 4 I learned how to manage my attendant and her schedule.
- 5 I am more involved in activities because I learned skills that were required if I wanted to participate. I learned how to be a team member.
- 6 I learned how to be more independent and what I want to be when I get out of school.
- 7 I learned skills necessary for me to keep my job, and so far so good.
- 8 Gave her self confidence to participate in public.
- 9 I learned that I can do stuff that I was never allowed to do because someone else did it for me.
- 10 I took the budgeting class and learned how to balance my checkbook.
- 11 I learned how to read recipes and shop for nutritious food.
- 12 It made me more aware of my budgeting issues and SSI benefits.
- 13 I have learned to stand up for myself and learn my rights in the community.
- 14 The independent living skills I learned have helped me to learn to live more independently on my own and know when to seek help when I need it.
- 15 My daughter participated in the Kids in the Kitchen program with Mark, and now my daughter helps in the kitchen. She said that she didn't think cooking was fun until she worked with the
- 16 I learned how to budget my money since I'm working now. Before, I relied on my Payee to do it, and I didn't even know where the money went.
- 17 Able to cope with situations better
- 18 To help keep my home clean so I can live at home.
- 19 I am better able to pay bills and manage my budget.
- 20 The consumer stated that it helped her to know that she can live again.
- 21 Allowed me to get a job
- 22 I am more independent
- 23 I took the budgeting class and that's how I learned that I really didn't need a Payee. I do my own budgeting now, and I can call SIL if I have a question about something I don't understand.
- 24 I learned how to cook some delicious meals.
- 25 Learned how to use a walker and now I can get around safely
- 26 Learned how to be a mentor to another person with a disability
- 27 I was able to get my driver's license through the driving program
- 28 Learned how to use a shower chair to complete bathing tasks
- 29 I am learning all of the things that I need to get my GED.
- 30 I learned reading and writing in Continuing Education classes.
- 31 I am getting help with how to pay my bills and manage money better
- 32 I am learning how to read and understand what I read.
- 33 This training allows me to independently schedule my homemaker and fill out the timesheets. It taught me how to focus her efforts on assistance that will allow me to stay as independent as possible in my own community.
- 34 I was on the drivers ed program and got my drivers license last year. Now I can drive myself to work.
- 35 She states a positive change because she learned a skill for coping and household management.
- 36 The big thing, is that I have been volunteering quite a bit. The different services I received made me want to give back.
- 37 I learned skills that I need to get a job and live on my own.

Annual IL Outcomes Survey FY12

If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

Answered question

351

Skipped question

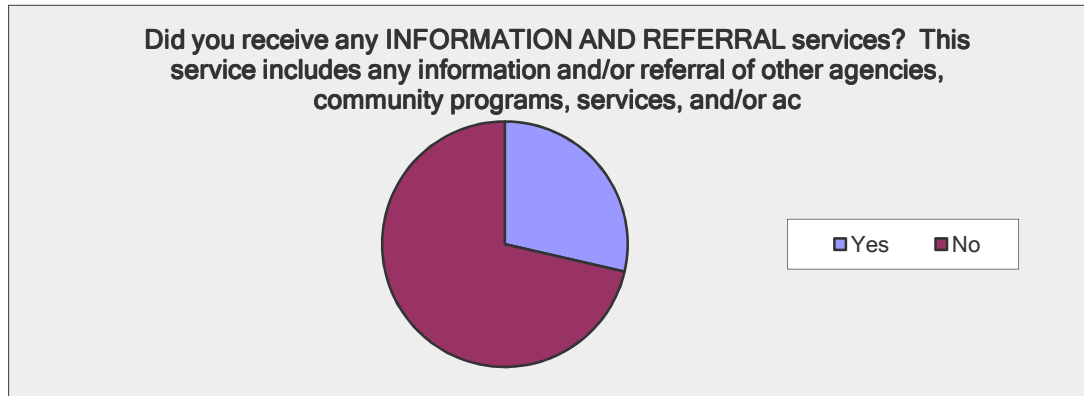
3720

- 38 I learned how to direct my own care. I used to receive in-home services, but my aide never showed up. A friend of mine on the CDS program said that she had better aides because she set the schedule and they worked for her not an agency. I called SIL and they taught me how to self-direct and explained my responsibilities as an employer.
- 39 I learned personal hygiene skills and social skills necessary for me to get and keep a job
- 40 I learned how to self-direct my care and complete time sheets like I'm supposed to.
- 41 My son is going through the Drivers Ed Program. He has a learning disability and I like that someone with experience is working with him
- 42 I can make decisions because now I know things about living independently and having a job -- more responsibility.
- 43 I learned how to budget my money so I can stay in my house and pay bills.
- 44 Helped to make consumer more settled, secure, and independent as an individual.
- 45 I had help straightening out my finances. It's a good feeling.
- 46 Consumer stated it has made a big positive change by helping him get better with his math.
- 47 My caseworker and I setup a budget to pay my bills. This has made my life so much easier.
- 48 Consumer stated having the assistance with education has made a positive change in his life and that he is looking forward to the future.
- 49 He states that he learned a new skill on household management which is a positive change.
- 50 I was given help with managing my money
- 51 I was given help with filling out important papers.
- 52 I had help with my check book and paying my bills. I was so glad to have the help.
- 53 She states the training helped her learn a new skill for household management.
- 54 Allowed consumer to remain in home and feel more secure living alone.
- 55 I learned about MO Assistive Tech and got a loan for a van lift. Now I can go with my family to do things and get to the doctor more regularly
- 56 She states that she learned a skill for personal care.
- 57 I go through the Aquatics class and with this program it has improved my mobility
- 58 I learned how to use my new phone because I am hard of hearing.
- 59 It took me 3 yrs but I finally got my drivers license. Now I don't have to wait for my parents to take me somewhere.
- 60 Learn how to use an adaptive phone for communication
- 61 Leaned how to use adaptive equipment safely and effectively to complete bathing tasks
- 62 Completed the Driving program. Allowed to be independent with transportation needs.
- 63 Helped me to cope after stroke
- 64 I got closer to God and reading the Bible.
- 65 Received counseling on diabetes and meal planning for diabetics.
- 66 My caseworker helped me return items to the store and also to make payments on my lay-away items. I learned a lot with her help.
- 67 I learned how to manage my care and learned budgeting skills so I can start paying off some delinquent bills.
- 68 I am planning on getting my GED.
- 69 I have had help setting up a budget. It has made my life a lot easier and I don't worry as much about my bills.
- 70 Learned about fire safety
- 71 I learned some coping skills.
- 72 You helped me make an emergency plan and helped me know what to do in an emergency.

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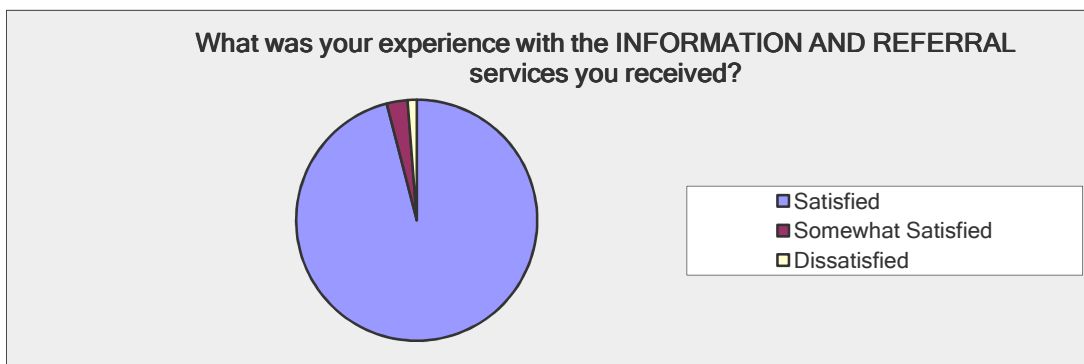
Did you receive any INFORMATION AND REFERRAL services? This service includes any information and/or referral of other agencies, community programs, services, and/or

Answer Options	Response Percent	Response Count
Yes	28.6%	1052
No	71.4%	2632
answered question		3684
skipped question		387



What was your experience with the INFORMATION AND REFERRAL services you received?

Answer Options	Response Percent	Response Count
Satisfied	96.0%	1012
Somewhat Satisfied	2.8%	29
Dissatisfied	1.2%	13
answered question		1054
skipped question		3017



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Information and Referral service could have been better.

Answered question

164

Skipped question

3907

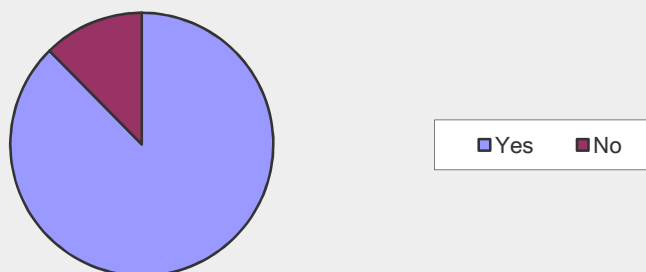
- 1 I had a bed bug issue and a man gave me a list. I called them but couldn't get help because I didn't have a worker.
- 2 The phone numbers given to me did not help with my electricity bills. I owed too much for any help. There was no money available to give to me at that time. Family helped me eventually. The
- 3 The information was just that - it didn't have an impact on my goals.
- 4 She stated that she received information on getting a ramp built from the CILs. She stated that she was told that her ramp that she had was sturdy enough and that she didn't need another one
- 5 The place where I was referred said I didn't qualify for their services because my income was too high.
- 6 Referral to Medicaid supplemental programs
- 7 I still do need help.
- 8 They could give me some lessons on how to really work the computer
- 9 Still trying to find a stair lift for her home and has already gone through the resources the CIL gave her.
- 10 Didn't understand what the presenter was talking about
- 11 CIL could not assist.
- 12 Was not satisfied with the company I was referred to so I went to a different company.
- 13 The Company I was referred to no longer has services to suit my needs. I would like to have assistance obtaining better resources.
- 14 Returning calls/taking calls
- 15 She gave me a lot of information but I just wanted a ramp
- 16 Request for a walker referred to LTC. Has not heard or received anything from LTC at this time.
- 17 They gave me a lot of good information in my folder for resources but I just wasn't eligible to leave the nursing home.
- 18 Was not able to get enough food
- 19 Every time I tried to open one of the doors the CIL opened, it was slammed in my face. It was a service that was offered but did not deliver. deliver to Caucasian people. I know a lot of African Americans that applied and didn't get assistance. They say that they offer service to everyone but they don't. maybe they offer to specific disabilities.
- 20 The service that she received didn't really give her what she needs such as someone to cook or clean.
- 21 Gave me information about food banks but the timing was wrong. When I went up there they told me the right time.
- 22 More up to date lists
- 23 The resource to help me get my roof fixed cost too much for my budget
- 24 Thought they would help me get low income when applying for housing.
- 25 I was referred for in-home services. I wasn't eligible.
- 26 They need to probably give back more hours because I do not drive. Help more with medical equipment.

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Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	87.6%	923
No	12.4%	131
<i>answered question</i>		1054
<i>skipped question</i>		3017

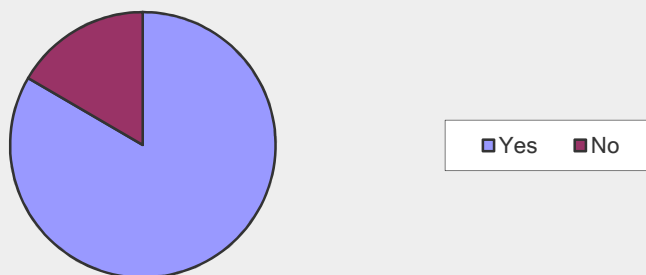
Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?



Did this INFORMATION AND REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	83.4%	877
No	16.6%	175
<i>answered question</i>		1052
<i>skipped question</i>		3019

Did this INFORMATION AND REFERRAL service make a positive change in your life?



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If Yes, what change did this INFORMATION AND REFERRAL service make?

Answered question

740

Skipped question

3331

- 1 I called needing meals on wheels and the CIL helped me get it.
- 2 I was given the information on how to get help with my electric bill so it didn't get turned off in the heat of the summer.
- 3 I was needing a winter coat and was needing to have the phone number to a local food/clothing bank. The CIL provided me with the number to call and ask about getting coat. I did get a coat and it will keep me warm this winter. The CIL is helpful with resources.
- 4 The ILS at the support group always has information for us. I learn new things every time I go to group.
- 5 I learned how to read a recipe and also how to match foods together.
- 6 I got the information on the ADA and interpreters and I use it all the time. Before, I had my daughter go with me everywhere, and I didn't like that burden being placed on her. Thank you for the information.
- 7 I got useful information about some devices that I can install to know when someone is at my door.
- 8 I learned that a transportation company can't charge me for my attendant when they accompany me.
- 9 He stated that he was able to get information on resources and different services offered.
- 10 The referral to the senator was helpful in getting her housing situation resolved. This participant also liked that a signing person called her on videophone.
- 11 I know how to stand up for myself better.
- 12 Information I received on how to get assistance with food from food banks helped when I was in need. Everyone was quick to help me get the correct contact information.
- 13 Stated that he was able to get the information that he needed while looking for a new wheelchair and also getting information on the CDS program.
- 14 I found financial assistance with my heating bills and electricity bills for air conditioning.
- 15 Helped me make contact with a business that helped me with hearing aids and financial assistance.
- 16 The information that was given to her allowed her to know who to talk to about getting a ramp built for her.
- 17 Supplemented my food source
- 18 She stated that it made her aware of the programs offered by CILs and how they could help.
- 19 I was given information about a place I can call to order diabetic shoes. My feet don't hurt as much.
- 20 Stated that participating in the program allowed her to remain at home by having an attendant with her to help.
- 21 My caseworker told me about the absentee ballot program. Now I can still vote.
- 22 She was able to learn about the different programs offered by the CIL. She then chose to participate in the CDS program and have an attendant in her home.
- 23 I was able to receive food stamps.
- 24 Received community resource information that had many agencies and services that I didn't know about.
- 25 I know now about the vans availability so I can use them
- 26 She gave me information about the food pantry.
- 27 The food pantry helps offset food stamps and dollars towards food
- 28 Assisted with getting my Personal Care Attendant.
- 29 The IR services were for her daughter. She was able to receive information on and referrals to agencies that provided assistance to maintain utilities. She was also able to receive free cell phones through the income based program via the application provided through the CIL. These phones were the ones that made the calls necessary to assist her daughter in keeping utilities on.

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If Yes, what change did this INFORMATION AND REFERRAL service make?

Answered question	740
Skipped question	3331

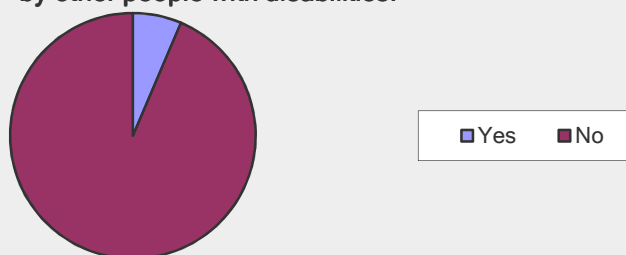
- 30 I can see now. I got information on getting eye glasses.
- 31 I'm disabled and I ran into a money crunch and I did not have money to pay a bill and they gave me some resources, and I got some help.
- 32 The consumer stated that it gave her direction on how to find what she needed.
- 33 I did receive information that has helped me live where I am.
- 34 I learned how to open a checking account and which banks were accessible.
- 35 I was given information on hearing aids with help of the Lion's Club
- 36 Got son into Special Olympics
- 37 Helped with phone numbers to get devices for the blind
- 38 I received information on a power chair for LTC
- 39 I am very happy with the OATS Transportation service!
- 40 I was given information about EMAA about heating assistance
- 41 I received help with getting my electric bill paid. Salvation Army helped
- 42 I learned about Lifeline and got my phone bill lowered.
- 43 I learned different things from the information that I received. I also got a referral for a job that I didn't expect.
- 44 I was given the name of an organization I can call and got a cane and diabetic shoes. Having the shoes and cane have helped me move about a lot easier.
- 45 I learned about Vocational Rehabilitation and employers in my area
- 46 Told me about Care Improvement Plus. I'm getting new dentures. I'm more confident and will be able to eat better.
- 47 I learned about United Mobility out of Sikeston for a van lift and the loan for the disabled it was a big help
- 48 I was given a list that has food pantries, healthcare facilities, transportation providers, and other agencies I can call or go to if necessary.
- 49 I was given the name and telephone number of the place I could get my power wheelchair
- 50 It was a pamphlet about the Lifeline program. I applied and got it. I feel safer in my home now.
- 51 I was given a list of apartments that were available. I was also given information about the telephone program, absentee voting, and transportation program. I use all of them.
- 52 I never would of been able to purchase a van lift because of the expense if it wasn't for your center telling me about the loan. Thank you and thank you for everything you do.
- 53 I now have information to receive Dental Health Care.
- 54 I learned the center does a lot for people. They helped me get out of the nursing home and gave me a lot of resources
- 55 I was given information about places I could go in case of a tornado, earthquake, or a bad storm. I didn't have a safe place to go so I really appreciated the information.
- 56 I was given information for the equestrian program. It has helped me with my balance and I can walk better also. I was given information about the heating program I can call to get help paying my heating bill.
- 57 I received referrals for job openings, and I got a job. This is a positive change for me.
- 58 I was given information about the GED program at the college. I applied and will be starting in February. I know this is going to make a change in my life.
- 59 I was given information about the apartment complex I am living at now. It is so nice and my living area is set up for someone in a wheelchair.
- 60 I was referred to the Wolfner Library and Rehab Services for the blind.
- 61 Helped him get his ramp & hearing aids through V.A

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Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.

Answer Options	Response Percent	Response Count
Yes	6.4%	234
No	93.6%	3449
answered question		3683
skipped question		388

Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.



What was your experience with the PEER SUPPORT services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.8%	229
Somewhat Satisfied	2.1%	5
Dissatisfied	2.1%	5
answered question		239
skipped question		3832

What was your experience with the PEER SUPPORT services you received?



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Peer Support service could have been better.

<i>Answered question</i>	21
<i>Skipped question</i>	4050

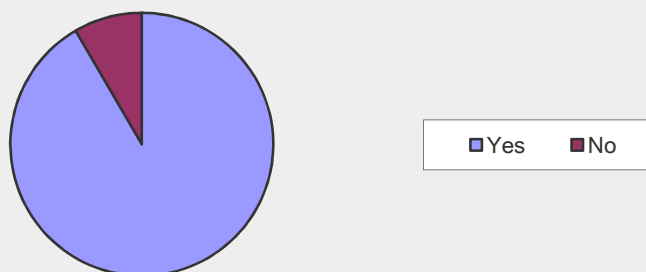
- 1 I tried to participate, but I couldn't get a word in edge-wise, so I quit the group.
- 2 They don't have the same disability as me.
- 3 I dropped it because we didn't have any common interests
- 4 Less about how I need to vote
- 5 Would like to see more development with our consumer advocacy group
- 6 Doesn't receive info
- 7 I attended the socials but I am blind and could not participate in some of the activities
- 8 It was difficult for me to participate

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Did you gain knowledge, skill and/or independence from this PEER SUPPORT service?

Answer Options	Response Percent	Response Count
Yes	91.6%	219
No	8.4%	20
<i>answered question</i>		239
<i>skipped question</i>		3832

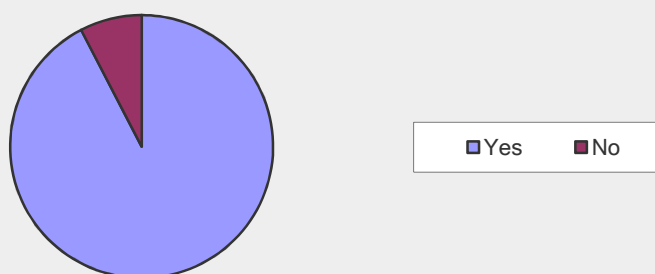
Did you gain knowledge, skill and/or independence from this PEER SUPPORT service?



Did this PEER SUPPORT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	92.4%	218
No	7.6%	18
<i>answered question</i>		236
<i>skipped question</i>		3835

Did this PEER SUPPORT service make a positive change in your life?



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If Yes, what change did this PEER SUPPORT service make?

Answered question

174

Skipped question

3897

- 1 Was able to get changes in son's IEP
- 2 At first, I didn't know what I was getting into with going to group. My attitude changed toward myself and others that were in the group because I learned we can all be a support to each other. I look forward to the group, and I like its structure. That is important to me because that is what I need to learn.
- 3 Having a peer support group keeps me on target with my goals.
- 4 I changed how I feel about myself and disability. I accept that I am different, but so is everyone else compared to me.
- 5 I learned how to share and learn from other people and their experiences.
- 6 I learned how to work through issues that some of my peers have. I feel more empowered to make decisions for my future.
- 7 It is important for me to get together with other people and learn how they cope. Sometimes, their coping skills are what I use to solve some of my problems.
- 8 I made many new friends and I also learned that it is okay for me to share my fears with others.
- 9 I learned how to be friend and that people want to be my friend.
- 10 I like being around people who understand me and that helps me tolerate others who don't.
- 11 Can talk to other people with disabilities
- 12 I gained confidence and understanding into my disability.
- 13 I am more confident and relaxed in group settings.
- 14 Gained knowledge concerning living independently with a disability
- 15 Sticking up for myself.
- 16 It helped him learn what he could and could not do out on his own.
- 17 Gained confidence and support from others
- 18 I am coaching and counseling other people.
- 19 To get to know people in the real world with disabilities
- 20 You just feel like you're in the community and I feel like I'm not alone.
- 21 Learned a lot about diabetes and how to help people to keep from getting diabetes or better manage it like he did. He says the CIL saved his life. He lost 90 lbs and couldn't walk, but now he no longer takes shots.
- 22 Peer support helps me, it gives me someone to talk to and gives me someone to vent to. She makes me feel good about myself,
- 23 Learned social skills.
- 24 I was able to talk to someone about my disability, they have the same problems.
- 25 I learned how to get along with the same people week after week. I also learned some of them have the same problems as me.
- 26 Helps me interact with people with disabilities and learn about them.
- 27 It gets me to meet people that are more like me. They give me a sense of community, and no one really judges anyone.
- 28 they talked to me anytime I need to talk about losing my husband
- 29 I learned I'm not the only one looking for this kind of job. I learned a support system is necessary even if it is to talk about little stuff.
- 30 I gained new friends
- 31 I learned how important it is to have a support system.
- 32 I got friends that I didn't have before. I also learned how to be a better peer and friend.
- 33 My comfort level to be around people improved. I also learned how important it is to listen to others instead of taking over a conversation.

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If Yes, what change did this PEER SUPPORT service make?

Answered question

174

Skipped question

3897

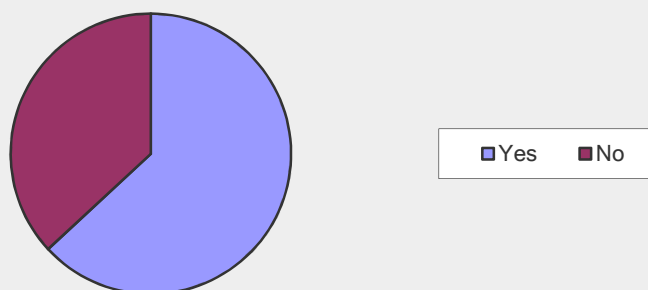
- 34 In the budget class, I was with peers. We learned that budgeting is a responsibility of living independently, and my peers are helpful to me because they keep me accountable to my goals.
- 35 I feel good about myself now. Before I found the CIL, I was lost and I thought everyone was against me. I didn't know how to address problems, and I always felt like someone wanted me to fail. But, I learned it's okay for me to fail, I just have to keep trying until it works out for me. So, my attitude has changed -- a lot!
- 36 She states positive because she is able to talk about her disability to a friend that she has made from the program and gets support.
- 37 She helps me cope with my daughters death
- 38 A positive change because the person states that connection with another person who has disabilities has helped with support.
- 39 It helps me to understand I am not the only one who has the problems that comes along with my disabilities.
- 40 With the Aquatics class I meet other individuals with arthritis also and we discuss and learn more about our disability
- 41 I was matched with another person with a disability to network with for support
- 42 Gives me socialization at the center for activities
- 43 I was matched to someone with the same type of disability that I can talk to. This is helpful because I have someone that can relate to what I am going through
- 44 It allowed me to enjoy my everyday living better. And improve my quality of life.
- 45 Told me how to be independent and live. And how to help myself with disability and how to get along and stand up for myself in different ways.
- 46 Learned a lot about different disabilities and how people are generally the same, despite different disabilities.
- 47 Taught him to depend on himself and how to work the judicial system and to also speak to legislators
- 48 I was upset over my sister and felt helpless about it. I was able to talk with someone and work things out.
- 49 Helps him to feel included.
- 50 I have a better understanding of my eye disease and what to expect in the future
- 51 I needed to talk about my depression.
- 52 Opportunities for social interaction are good
- 53 Helped me read for driver permit

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Did you receive any PERSONAL ASSISTANCE SERVICES (PAS)? These include, but are not limited to, assistance with activities of daily living such as bathing, toileting, meal preparation, transportation for medical appointments and household shopping, housekeeping, and medication setup.

Answer Options	Response Percent	Response Count
Yes	63.1%	2324
No	36.9%	1359
<i>answered question</i>		3683
<i>skipped question</i>		388

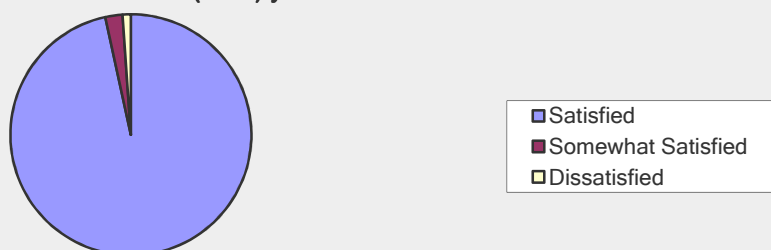
Did you receive any PERSONAL ASSISTANCE SERVICES (PAS)?



What was your experience with the PERSONAL ASSISTANCE SERVICES (PAS) you received?

Answer Options	Response Percent	Response Count
Satisfied	96.6%	2250
Somewhat Satisfied	2.3%	53
Dissatisfied	1.1%	25
<i>answered question</i>		2328
<i>skipped question</i>		1743

What was your experience with the PERSONAL ASSISTANCE SERVICES (PAS) you received?



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Personal Assistance Services (PAS) could have been better.

Answered question

182

Skipped question

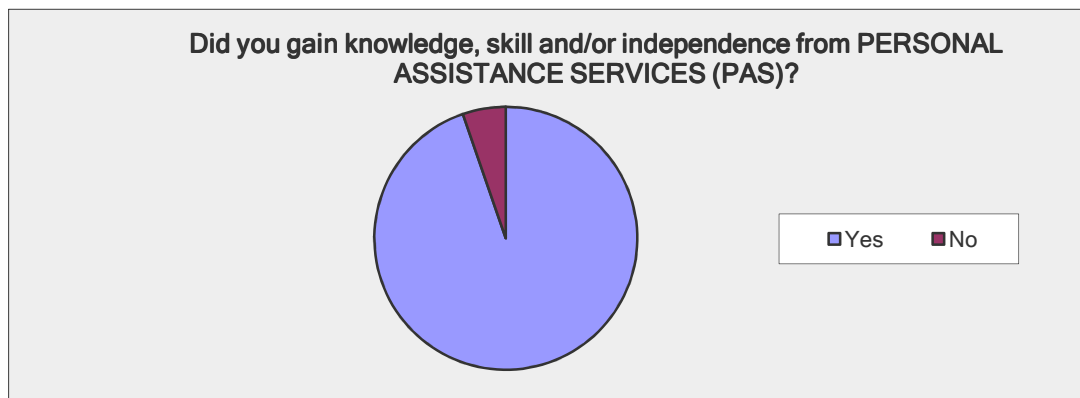
3889

- 1 I was told I couldn't self-direct because I sent in a timesheet that was wrong. I think they need to be more understanding that someone could make a mistake. I had to change to in-home and now my daughter can't provide services, and I don't think that is fair. People make mistakes, and I certainly think it could happen to anyone when they have to fill something out every day.
- 2 Attendant was on drugs, and stole her pills.
- 3 Would prefer a woman instead of a man.
- 4 People wouldn't show up
- 5 He stated that his worker never showed up to work.
- 6 The consumer stated that the worker she had did not know how to clean a house.
- 7 Would like to get somebody that come over when I want them to. Now, my PAS has to come at times that are not best for me.
- 8 We stopped services because of our \$500 monthly spend down.
- 9 I believe the attendants should be trained.
- 10 The consumer stated that if they would perform their job, things will be a lot better.
- 11 POC was not worth the bother to hire an attendant.
- 12 They could have given me more hours as I am in bad shape
- 13 It's hard to find the right person to be an attendant. Some people have bad backgrounds (even if it was something minor) and some people come to just get paid and don't want to work.
- 14 I couldn't have the attendant that I wanted because they had a criminal background even though I already knew that and I had known that person for a very long time.
- 15 Could not get attendant going due to the GCW process. This was a deterrent.
- 16 Attendant has had a problem turning the timesheets in on time. Creates issues for her.
- 17 She doesn't like her nurse, she said they are getting her a new one
- 18 No longer receive these services due to high spend down
- 19 Have a problem with the attendant and problems getting paid.
- 20 If I had more hours it would be better.
- 21 I could use more time with your assistant.
- 22 The company sends different people in his home and he doesn't like it.
- 23 help me keep my home clean. it also helps me stay safe in my home.
- 24 Participant reported that she informed CDS that there is an error on the timesheet which they (participant & attendant) did not catch right away before submitting it. Participant explained that her attendant worked on Sunday instead of Monday because participant was out of town on Monday. Participant informed the CIL and they turned around notifying the state that timesheet fraud has been committed. Participant stated how this is timesheet fraud when she is the one who brought it to the CIL's attention that they made a mistake (wrong column) and did not recognize it right away. Participant reported the CIL dropped her from the program and that this left her with no attendant for one month. Participant stated that she depends on assistance because she does not have any family here.
- 25 Picking up for appointments was good, but had to wait a while to be taken home
- 26 Unhappy with aide, going to private pay.
- 27 Had problems with attendants wanting to eat my food.
- 28 Happy with attendant but would like to have easier timesheets
- 29 I did not like hiring people and worrying about my spend down so they would get paid.
- 30 Attendant did not show up for days at a time and then she stole my jewelry. I wish I could have stayed with Life Center because it was not their fault but I had to move in with my daughter because I did not feel safe in my neighborhood.
- 31 They could approve people faster with background checks, etc.
- 32 I was dissatisfied with all the paperwork I had to do. There was something new every month.
- 33 Trouble finding a good attendant

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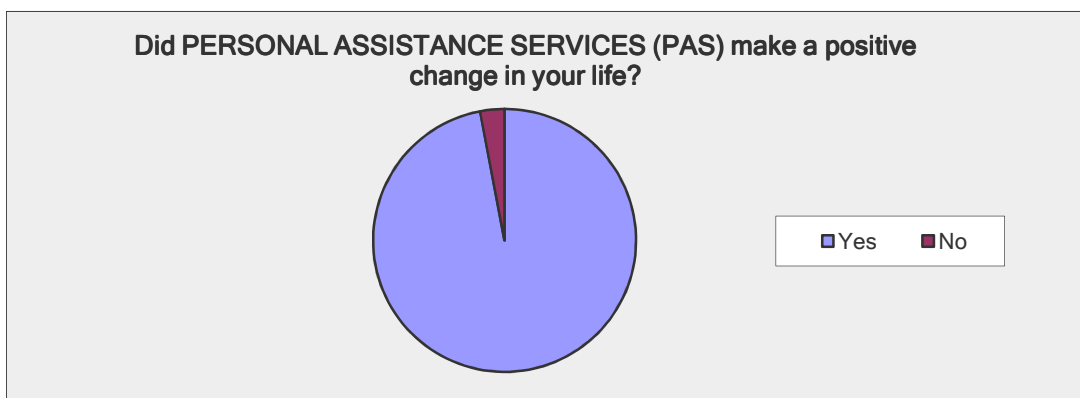
Did you gain knowledge, skill and/or independence from PERSONAL ASSISTANCE SERVICES (PAS)?

Answer Options	Response Percent	Response Count
Yes	94.7%	2204
No	5.3%	124
<i>answered question</i>		2328
<i>skipped question</i>		1743



Did PERSONAL ASSISTANCE SERVICES (PAS) make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	97.0%	2253
No	3.0%	70
<i>answered question</i>		2323
<i>skipped question</i>		1748



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If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

<i>Answered question</i>	1840
<i>Skipped question</i>	2231

- 1 It makes me where I can do dishes and bend over the sink and help out.
- 2 I'm able to live on my own.
- 3 Ever since I've been with CIL my caseworker calls and checks on me. It's made a great deal of change in my life.
- 4 I have a person to come and clean and take me to the doctor.
- 5 I'll be honest with you, I couldn't make it without my services.
- 6 My house is much cleaner, and I don't have to beg someone in my family to help me. I don't know what I'd do without my attendant.
- 7 help me with everything I need to stay in my house
- 8 am able to hire people to assist me in daily activities
- 9 I am in control of who comes into my home, and I like it that way. I'm in control over when my attendant comes to work and what she does. I think this is an important program, and I appreciate it.
- 10 I am in control of my services, and that has been a positive change for me because I had services from someone else and they hardly sent anyone out.
- 11 I couldn't live by myself if I didn't have this program.
- 12 I learned how to control my own life through making good decisions and scheduling.
- 13 Helps to keep house uncluttered and clean which is very important due to respiratory problems.
- 14 Gained independence and made it possible to do her daily living chores.
- 15 Still living independently.
- 16 She stated that having this service helps her remain in the home by the attendant assisting her with daily tasks.
- 17 He stated that having personal assistance has made everything possible. He stated that it allows him to get out of the house, be in the community, and live in his own home.
- 18 Stated that having the CDS program allows her to have a lot if independence in the home. Improves her quality of life in her own home. Also assists with making sure she receives the care she needs.
- 19 My attendant helps me get to my doctors appointments, does my housework, washes my hair. She helps cook by making up dinner so I can put them in the microwave.
- 20 My attendant has made quality of living so much better! Cleaner house, better meals. etc.
- 21 My aid helps me do dishes, takes out the trash, helps bathe me and cooks for me. She is wonderful.
- 22 Allows my wife and I to remain together in our own place.
- 23 His assistant allows him to have more time to himself and not have to worry about how he is going to get things done around the house.
- 24 Consumer feels that without attendant services her life would be drastically different. She feels that she wouldn't be able to get out of her chair and do anything. Without the attendant help she would have a much lesser quality of life.
- 25 Reduces time spent on daily living tasks, increases independence, ensures that the consumer can get to appointments and take care of necessary tasks.
- 26 It helps keep me independent at home more, as opposed to having to go live somewhere else. It gives me a chance to still have a life. My grandchildren can come to my home, compared to
- 27 The PAS services have allowed the participant to remain in her home so that has increased her independence.
- 28 The consumer stated that he would not be able to get around if it wasn't for the help he is receiving.
- 29 They help making sure that I get the proper meals that I need.
- 30 The consumer stated that she is now able to get out of her house and also have help with daily chores.

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If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

Answered question	1840
Skipped question	2231

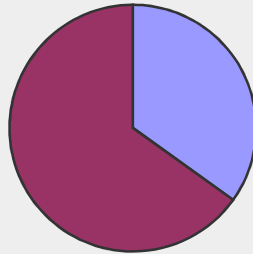
- 31 The consumer said that he is able to get places and get more done with having an attendant to stay independent. The consumer said that his attendant cooks, cleans and help with personal care and takes him where he needs to go....this has made a great improvement in his life.
- 32 The consumer stated that she has a lot of depression and having an attendant helps her mentally as well as having help with her personal care and house work and she is very thankful.
- 33 The consumer said that she is able go to the doctor and shopping and her home is kept clean because she has an attendant - the consumer said that she is very independent now.
- 34 Having someone come in and do things I am not able to do allowed me to live comfortably in my own home and be self-sufficient.
- 35 He states the change is positive from the service because he does not have to go into a nursing home and can remain independent in his home with the service.
- 36 I have someone to cook for me and it is healthier than the frozen meals I was eating before I got on your program. My blood sugar is also better because of this. My worker cleans my house and takes me to the store
- 37 He helps me with my house and he does what he needs to do to make my life easier, without
- 38 Helps me to be home and not in a Nursing Home
- 39 She states that she is happy with the PAS because it allows her to remain independently in her home.
- 40 The consumer stated that he has better quality of life and he is thankful to have an attendant to help him continue to live in his home.
- 41 The consumer doesn't have to suffer trying to keep her house clean and getting her something to eat. The consumer has diabetes, kidney failure and heart problems. Having an attendant help to keep the consumer independent in her home with less pain.
- 42 They create a more independent life for myself, without them I wouldn't be where I am at. I wouldn't be able to live alone.
- 43 I didn't have to go to the nursing home, which means I am mostly independent and get to remain in my community around my friends.
- 44 Makes me feel I am in control of my live more and can have a little assistance with daily living needs.
- 45 Without aide to help me around the house I would be in nursing home.
- 46 Having an attendant is the only way I can stay in my home because of my disability
- 47 My attendant helps me stay independent in my home, assisting in my home.
- 48 My aide cleans, cooks, runs errands, helps me get dressed, empties my trash cans, does dishes, and laundry. Having this help makes my life a lot easier.
- 49 My attendant helps me take a bath, get dressed, eat, take my medicines, takes care of my finances, and takes me to doctor appointments. There is so much more that she does for me. I am very grateful to have her as my attendant.
- 50 The transportation services make it possible for me to be a little more independent and make it to my appointments.
- 51 I don't have to struggle with my daily tasks and there are so many ways it helps me. I love that my granddaughter can be the one to help me because she is so loving and caring.
- 52 My attendant helps me bathe, dress, combs my hair, cooks, cleans and helps me with just about everything. I am so grateful for the help.
- 53 I have a degenerative disease in my back. I don't know what I would do without my aide. She helps with cleaning, cooking, bathing and dishes. I am very grateful for her help.
- 54 My aide helps me cook, clean, do dishes, and helps with my medications. I can't see so I have help with just about everything I do.
- 55 I have help with so many things I can't do any more. Cooking, cleaning, and doing dishes. I am so thankful for the help.

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Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services? Any assistive technology device, that is, any item, piece of equipment or product system that is used to increase, maintain or improve functional capabilities of individuals with disabilities and any assistive technology service that assists an individual with a disability in the selection, acquisition or use of an assistive technology device.

Answer Options	Response Percent	Response Count
Yes	34.9%	1281
No	65.1%	2394
<i>answered question</i>		3675
<i>skipped question</i>		396

Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services?

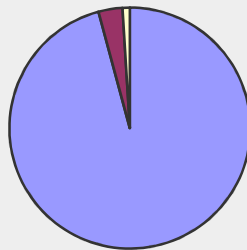


■ Yes ■ No

What was your experience with the ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.8%	1228
Somewhat Satisfied	3.2%	41
Dissatisfied	1.0%	13
<i>answered question</i>		1282
<i>skipped question</i>		2789

What was your experience with the ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Adaptive Equipment/Assistive Technology service could have been better.

Answered question

145

Skipped question

3926

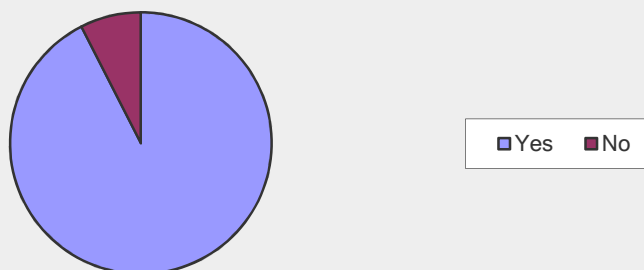
- 1 I got doorbell signaler, alarm clock light strobe and smoke detector. Doorbell signaler and alarm clock light strobe do help a lot. My only problem is smoke detector, my landlord refused to install smoke detector designed for deaf so it is pointless to have smoke detector if landlord won't install it.
- 2 Mike didn't call me back when I called.
- 3 Equipment was not working right
- 4 Stated that she was unable to use the equipment but this was not do to the CIL it was due to the apartment that she was living in.
- 5 Having trouble with the battery
- 6 She can't hear on the phone she received.
- 7 Says that it is kind of hard to work with hearing aids
- 8 It didn't work, it would cut people off during a conversation.
- 9 TAP phone is a "piece of crap". It was sent back once and it still does not work.
- 10 Phone could be louder
- 11 Waiting for a new wheelchair.
- 12 I cannot use the phone. I go back to my old phone. I don't know how to set it the right way (TAP)
- 13 Consumer stated that the process wasn't the issue the phone just wasn't a good fit for her. Did
- 14 The TAP phone process took a long time, the product received was of poor quality, the process was frustrating and after receiving two phones that did not work properly, had continued issues, and took a long time to get replaced; the individual did not pursue acquiring another phone.
- 15 My TAP phone was a great idea but it kept breaking. I had to send it back twice to get fixed. It broke a third time. I went to Wal-Mart and bought a phone and an amplifier from Radio Shack. It works quite well.
- 16 The phone is to loud
- 17 Received cane and wheelchair, does not know how to use cane, hasn't used wheelchair, daughter-in-law has at her house, has step at door.
- 18 Consumer stated she received a TAP phone and it was rusted. She stated she returned it and the company that sent her the phone told her they would replace it for \$35. Consumer stated she told them to just keep it.
- 19 TAP phone began not working so one could not hear on it. Consumer was not aware that it was under warranty for 4 years. She now knows and will be sending it in for repair.
- 20 Would like to have a message machine.
- 21 I feel like there was racism in the gym and they kicked me out because they said that I did not make my appointments. But I am a paraplegic and things come up sometimes and I can not make it to appointments. I am very dissatisfied with the gym programs.
- 22 Needs new TAP phone
- 23 Took too long to get it.
- 24 Wish the walker didn't go so fast.
- 25 Most equipment is very helpful but I cannot use the handheld shower very well
- 26 Phone needs adjustment in order to make it satisfactory
- 27 It is a hard toilet seat. I would prefer one with cushion.
- 28 Having problems figuring out the phone.

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Did you gain knowledge, skill and/or independence from this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service?

Answer Options	Response Percent	Response Count
Yes	92.5%	1186
No	7.5%	96
answered question		1282
skipped question		2789

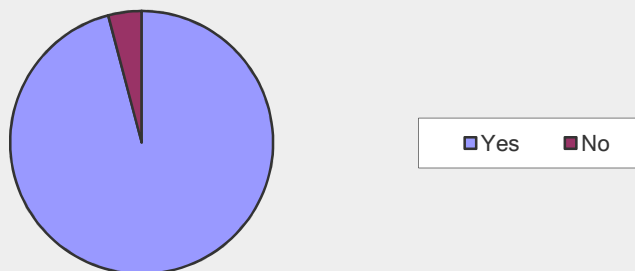
Did you gain knowledge, skill and/or independence from this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service?



Did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	95.9%	1227
No	4.1%	53
answered question		1280
skipped question		2791

Did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make a positive change in your life?



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If Yes, what change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

Answered question	1055
Skipped question	3016

- 1 The A/C allowed me to breathe and stay in my own home. It was really hot this last summer. I wouldn't have made it without the AC
- 2 The Air Conditioner made it where I could stay at home and actually sleep at night. I had been going to my daughter's house once a week just so I could get some sleep once in awhile. I've been able to stay at home since getting the A/C.
- 3 Helped me get a cane after having knee surgery
- 4 Helped me to hear using amplified phone
- 5 I get to hear what my son is saying on the phone, and I can hear my grandchild too.
- 6 I can read more with the magnifier that Scout got me, and I have a phone on order that is supposed to be here any day.
- 7 Adaptive equipment allowed consumer to bath independently and feel secure.
- 8 Hand held shower. It makes it a lot easier for me to take a shower and stuff
- 9 I needed a hand held shower. The CIL provided that for me at no cost. I also received a shower chair with a back for my shower. I use it every day. I can take a bath myself with no help and it lessened my fear of falling down and breaking bones.
- 10 The CIL provided a cane and walker which has helped her with mobility issues
- 11 I got Doorbell and alarm clock light strobe. It really helped my independence.
- 12 I am able to get things off the shelf with my reacher, and I don't have to ask for help all the time.
- 13 The grab bars help me feel safe in the bathroom.
- 14 She has a service animal & we got her a phone that she would be able to call for help.
- 15 I had no idea the CIL could provide the shower chair, hand held shower and quad cane for me at no cost. I needed all of them so much.
- 16 I now have a shower chair for my personal use. I can bathe myself again without falling.
- 17 Toilet riser - helped a lot while recovering from being in the hospital.
- 18 I have a shower bench, raised toilet seat in my bathroom. I feel safer taking a bath now. I have a hand held shower head that helps me be more comfortable when bathing. I also had help getting a Tap phone. Now I can hear better when I call people. I have a wheelchair and I feel more independent when I use it. I also have a bedside commode. Now I don't worry about falling when I get up during the night.
- 19 The Health and Wellness exercise program helps keep her moving using the adapted exercise equipment in our center. It's helping her keep her ability to walk. She does not get physical therapy so our exercise program is a great resource.
- 20 I received a lift chair which is vitally important to my health. I have a condition and my legs swell, so now I can elevate my legs.
- 21 The ramp made my home more accessible and the shower stool helps me feel safer
- 22 I can open a can with assistive technology that I didn't know existed.
- 23 I can move around better by using a walker that they got for me
- 24 I now have a BP monitor and it helps me keep track for my doctor at home so he can keep my medicine adjusted
- 25 The consumer stated that her commode is more accessible with a raised toilet seat and helps keep her independent. The consumer also stated that the grab bar makes her safe getting in and out of the bath tub.
- 26 I received a reacher and also a Life Alert
- 27 It got my scooter working again for me.
- 28 I got a transfer bench and a BSC so I can feel safe. I was falling a lot.
- 29 Your center bought me compression hose. They really help because my legs swell all the time and they hurt.

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If Yes, what change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

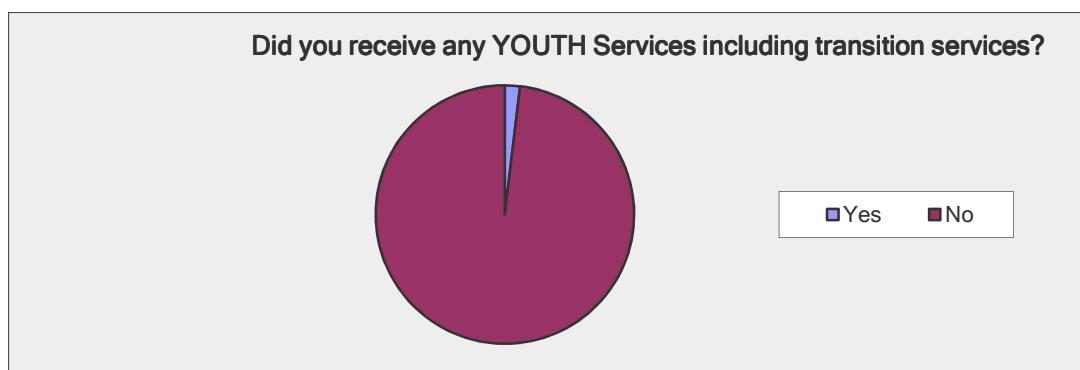
Answered question	1055
Skipped question	3016

- 30 With the help of my caseworker I have grab bars, toilet bars, Tap phone, and diabetic shoes. I feel safer bathing, I can call my doctor, family and friends with my phone and I feel more balanced walking .
- 31 I'm very satisfied with my magnifier and reacher. I can see better and I can reach things without being afraid of falling.
- 32 With the information you gave me I was able to get a lift for my van
- 33 She states positive because she can ambulate with the aid of her walker.
- 34 I have Lifeline now. I feel more secure in my apartment.
- 35 I have a power wheelchair. I have so much more freedom. It's great.
- 36 The gloves that my ILS helped me get helps me with daily pain.
- 37 I have a walker with a seat. It is great. I tire out very easily and the walker helps me a lot.
- 38 I got a sock aid, shoe horn and a reacher. I can put my shoes and socks on myself. I get real dizzy so now I can pick something up with my reacher when I drop it.
- 39 I received a sliding transfer bench. My wife who is disabled also was having a hard time getting me in and out of the walk in shower. I don't qualify for Medicaid to get a homemaker so this bench has really helped us
- 40 I can get in and out of my bathtub using the transfer bench safely by myself and when I drop something I can pick it up most of the time with the reacher.
- 41 The telephone with the big numbers is very helpful when trying to make calls
- 42 The toilet was too low and was bothering my back. Now that I have the lift I am able to get up and down easier.
- 43 The wheel chair, walker and scooter gives me mobility to get around.
- 44 Lift for my bed is a big help.
- 45 We had help getting a lift for the van. What a blessing. A switch was put on to his radio so he can change stations and listen to the music he likes. He is non-verbal.
- 46 Braille service is wonderful!
- 47 My signature stamp helps me sign when my arthritis in my hands is bad.
- 48 Commode riser keeps me him from falling and shower chair helps him with bathing.
- 49 I could not stay home without my equipment. I can see to vote and read and take care of business.
- 50 I had help getting a hospital bed, a cane, shower chair, and wheelchair. I have a bad back and heart problem and all these really help me a lot.
- 51 I have a hospital bed, shower chair and a back brace. I am grateful for the help I received getting these.
- 52 I don't have to rely on my wife to answer phone and talk on phone for me. I can use the Tap phone myself and can see and hear it ring.
- 53 My mobility is better with my walker and manual wheelchair.
- 54 When I got my grabbars, I was able to get in and out of the tub without fearing I would fall.
- 55 My mobility is much better with the walker and cane.

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Did you receive any YOUTH SERVICES including TRANSITION services? Any service that develops skills specifically designed for youth with significant disabilities between the ages of 14 and 24 to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and the exploration of career options, including the transition from school to post school activities such as postsecondary education, vocational training, employment, continuing and adult education, adult services, independent living, or community participation.

Answer Options	Response Percent	Response Count
Yes	1.9%	70
No	98.1%	3599
<i>answered question</i>		3669
<i>skipped question</i>		402



What was your experience with the YOUTH SERVICES including TRANSITION services you received?

Answer Options	Response Percent	Response Count
Satisfied	90.3%	65
Somewhat Satisfied	8.3%	6
Dissatisfied	1.4%	1
<i>answered question</i>		72
<i>skipped question</i>		3999



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Youth Services including Transition service could have been better.

Answered question 8

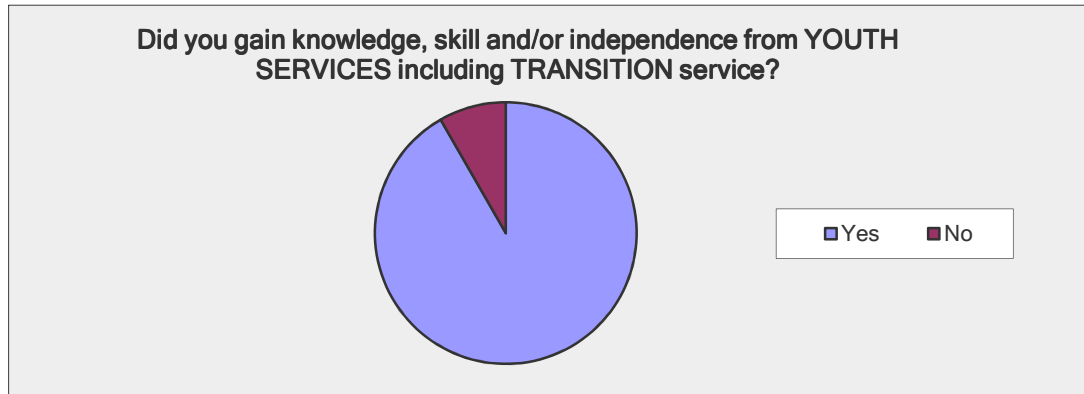
Skipped question 4063

- 1 Needed to help us more
- 2 We needed them to help us more at the school
- 3 More snacks
- 4 More dances
- 5 Was under the impression that after Transition would be able to get a job but, in senior year of high school found out he would go into/through another Transition Service.

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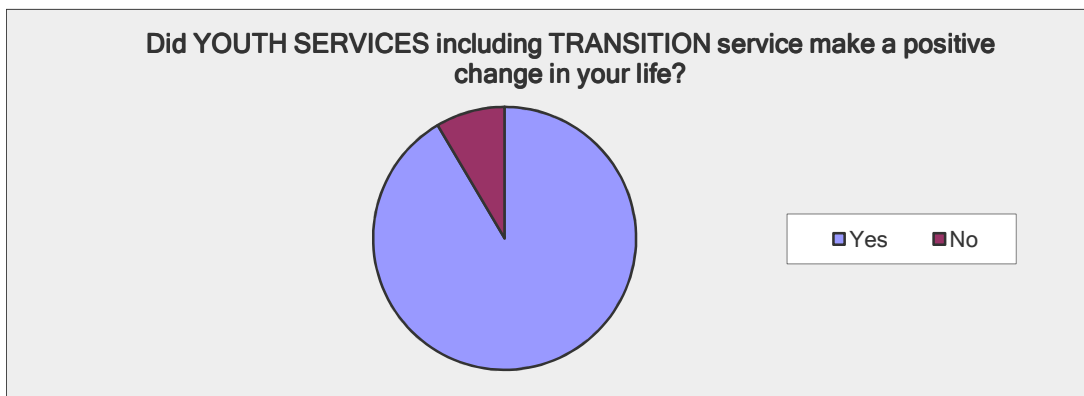
Did you gain knowledge, skill and/or independence from YOUTH SERVICES including TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	91.7%	66
No	8.3%	6
<i>answered question</i>		72
<i>skipped question</i>		3999



Did YOUTH SERVICES including TRANSITION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	91.5%	65
No	8.5%	6
<i>answered question</i>		71
<i>skipped question</i>		4000



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If Yes, what change did YOUTH SERVICES including TRANSITION service make?

Answered question

54

Skipped question

4017

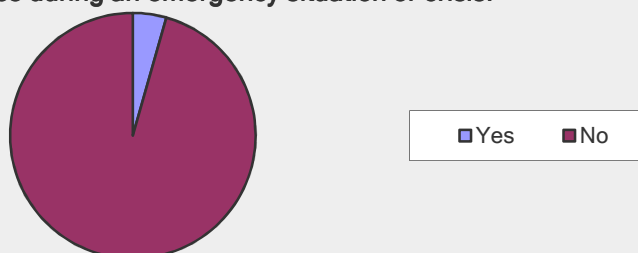
- 1 My self-esteem is much better.
- 2 I learned how important my IEP is and why goals are necessary for transition.
- 3 I am learning how to take care of myself so when I move out I don't have to move back home.
- 4 I learned how to make my IEP work for me so when I graduated, I was on track with my goals.
- 5 Jacob got to stay in school
- 6 Like coming here, learned how to live life more independently
- 7 It helped me socialize more with people.
- 8 Helped me socialize with others.
- 9 Helps with behavior
- 10 Provides social activities, makes him feel inclusive
- 11 Teaches me social skills
- 12 The consumer stated that she is now able to take a shower.
- 13 Gaining skills to live on my own
- 14 It furthered my understanding of how a person who has a disability might live and get more out of life.
- 15 Helped me learn how to read better
- 16 I got my drivers license and help my family out by driving Dad to his appointments
- 17 I got my drivers license
- 18 My son had help transitioning from home schooling to part-time school, to full-time school. His caseworker was great.
- 19 I learned how to fill out an application and what to wear at an interview. I also learned the importance of understanding the question an employer is asking so I answer correctly.
- 20 I know how to fill out an application now, and I know what I want to do when I graduate.
- 21 I learned what I want to do when I graduate from high school, and I also learned what is required of me to learn to do what I chose.
- 22 I learned interviewing skills
- 23 Obtained GED, personal satisfaction, and took college courses
- 24 I do volunteer work that my caseworker has set up for me. I really like doing it.
- 25 I got a job!

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Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.

Answer Options	Response Percent	Response Count
Yes	4.4%	161
No	95.6%	3506
<i>answered question</i>		3667
<i>skipped question</i>		404

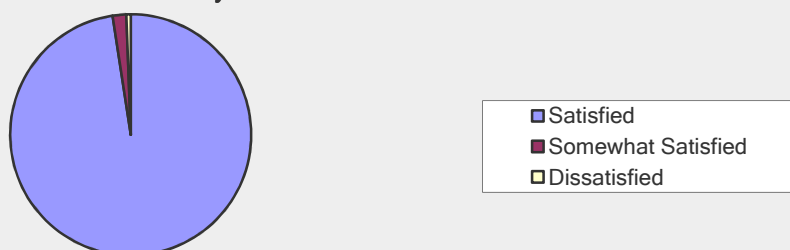
Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.



What was your experience with the EMERGENCY ASSISTANCE Services you received?

Answer Options	Response Percent	Response Count
Satisfied	97.5%	159
Somewhat Satisfied	1.8%	3
Dissatisfied	0.6%	1
<i>answered question</i>		163
<i>skipped question</i>		3908

What was your experience with the EMERGENCY ASSISTANCE Services you received?



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Emergency Assistance service could have been better.

Answered question 12

Skipped question 4059

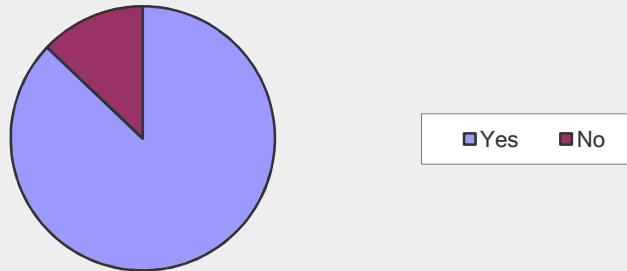
- 1 I needed money but the phone numbers that were provided by the CIL did not have any money to help me out with.
- 2 Because I did not qualify for it
- 3 They just paid the bill so I don't know if it went through or not.

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Did you gain knowledge, skill and/or independence from this EMERGENCY ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	87.1%	142
No	12.9%	21
<i>answered question</i>		163
<i>skipped question</i>		3908

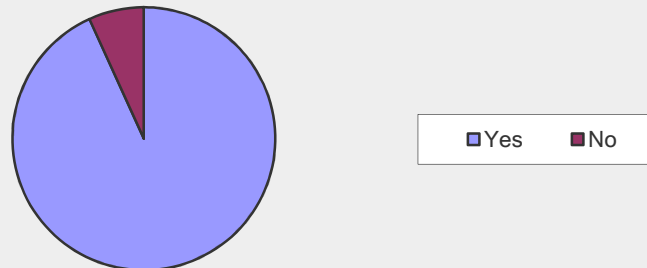
Did you gain knowledge, skill and/or independence from this EMERGENCY ASSISTANCE service?



Did this EMERGENCY ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	93.2%	151
No	6.8%	11
<i>answered question</i>		162
<i>skipped question</i>		3909

Did this EMERGENCY ASSISTANCE service make a positive change in your life?



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If Yes, what change did this EMERGENCY ASSISTANCE service make?

Answered question

131

Skipped question

3940

- 1 Very satisfied. The CIL got me money to buy a leg brace.
- 2 Help to pay utility bills so her electricity would not be shut off.
- 3 Helped to keep her electricity from being shut off.
- 4 Helped me to be able to move by financing the rent deposit.
- 5 helped me with a physical emergency
- 6 I can use my van now to get out and enjoy life
- 7 I had help paying my rent. I was in the hospital and was glad to have the help.
- 8 Helped me get my teeth fixed.
- 9 Got furniture for me
- 10 Food pantry information, dental clinic information, prescription discount plans and listings of low income housing.
- 11 I get around and do things much better in life, more confidence.
- 12 Filled in a financial void that I had.
- 13 I received an air conditioner. Without it I could not breath.
- 14 The CIL provided me with food
- 15 Received gas to get to appointment.
- 16 Got her electric back on.
- 17 Th e CIL provided me with some emergency food. It helped me until I could get my food stamps. I didn't have to go without food.
- 18 Helped to get hot water in her home.
- 19 I did not have money to purchase food and I would have starved without these services.
- 20 I was homeless and the CIL helped me by referring me to a church. They helped me with overnight stays and they also had some work for me.
- 21 I had help paying my telephone bill. I needed my telephone to call my doctor. I was very grateful for the help.
- 22 I had financial help getting my apartment and the things I needed for it. I couldn't have done it on my own.
- 23 I had help paying my gas bill. I didn't have to worry about how I would pay the bill. What a relief.
- 24 I had help with the repair on my car air conditioner, getting my car inspected and getting my license plates. I am very grateful for all the help I'm getting. I had help getting things I needed for my apartment also.
- 25 I was able to pay for things that I would not have otherwise been able to.
- 26 Financial aid for school
- 27 Assistance helped her to stay in her house.
- 28 My electric was about to be turned off and the Center helped me pay the bill.
- 29 Made me aware of what to do in case of an emergency
- 30 Financial assistance with moving into new apartment.
- 31 I would not have had my Medicaid with out help.
- 32 I had help paying my electric and telephone bills. I was glad for the help especially with my electric bill because it was so hot this year.
- 33 Needed assistance in going through divorce
- 34 I was able to get cleaning supplies and personal care products I needed.
- 35 They had my house sprayed and it helped with asthma and helped my health.
- 36 The food pantry helped me with groceries when I had a need
- 37 The Center helped me pay my rent when I thought I would be evicted. I also had help with my electric bill. I am so grateful for the help.
- 38 The donation helped my family with driving to chemotherapy appointments
- 39 Received some dental work because my teeth were chipping and breaking off.
- 40 Very happy with the dental services and help with electric bill.
- 41 I had no money to buy my medication, but they helped me buy it.

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If Yes, what change did this EMERGENCY ASSISTANCE service make?

Answered question 131

Skipped question 3940

42 I was able to keep my house

43 I got cleaning products and personal care items delivered to my home.

44 Helped to pay emergency utilities.

45 I was at the Center and my car wouldn't start. The Center had my car towed and had it repaired. I was so grateful.

46 They paid for the parts to fix my air conditioner during the hot summer.

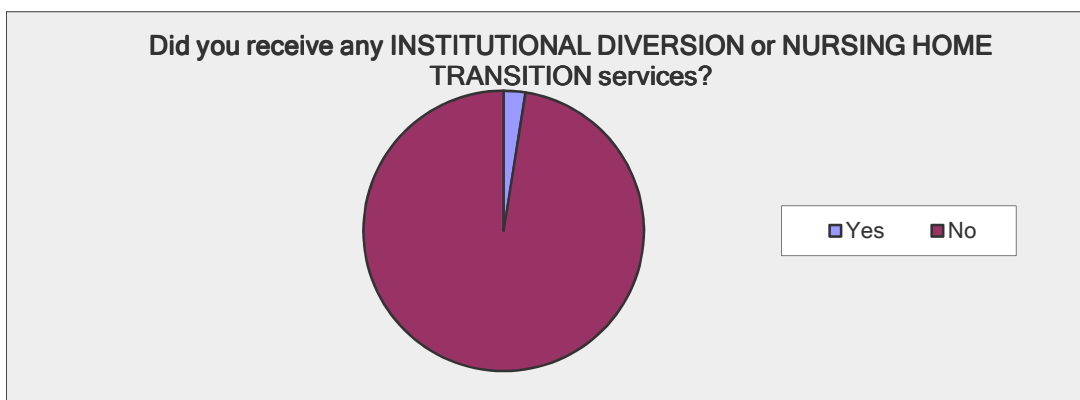
47 The CIL provides supplies for me like cleaning supplies and bath stuff. They are also going to help with my rent this month.

48 The CIL bought me new dentures when mine got accidentally thrown away.

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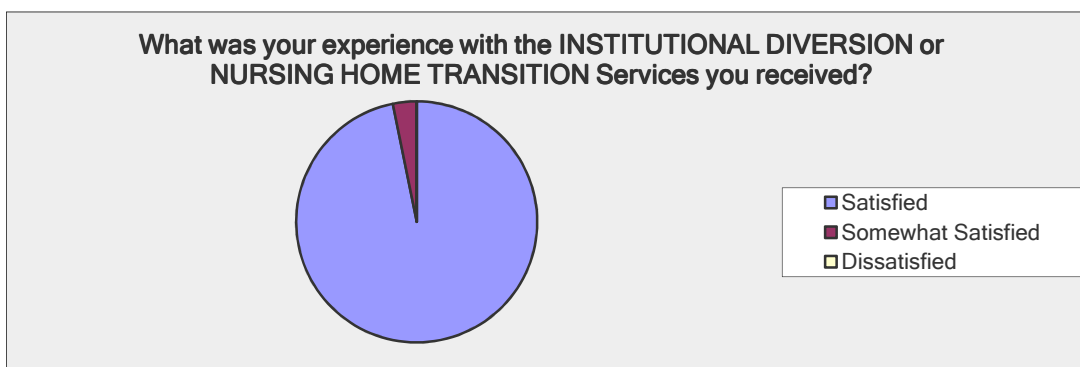
Did you receive any INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION services? Services relating to relocation from nursing homes or other institutions to community-based living arrangements. This would also include services to prevent institutionalization or nursing home placement.

Answer Options	Response Percent	Response Count
Yes	2.5%	91
No	97.5%	3574
<i>answered question</i>		3665
<i>skipped question</i>		406



What was your experience with the INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION Services you received?

Answer Options	Response Percent	Response Count
Satisfied	96.8%	91
Somewhat Satisfied	3.2%	3
Dissatisfied	0.0%	0
<i>answered question</i>		94
<i>skipped question</i>		3977



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Institutional Diversion or Nursing Home Transition service could have been better.

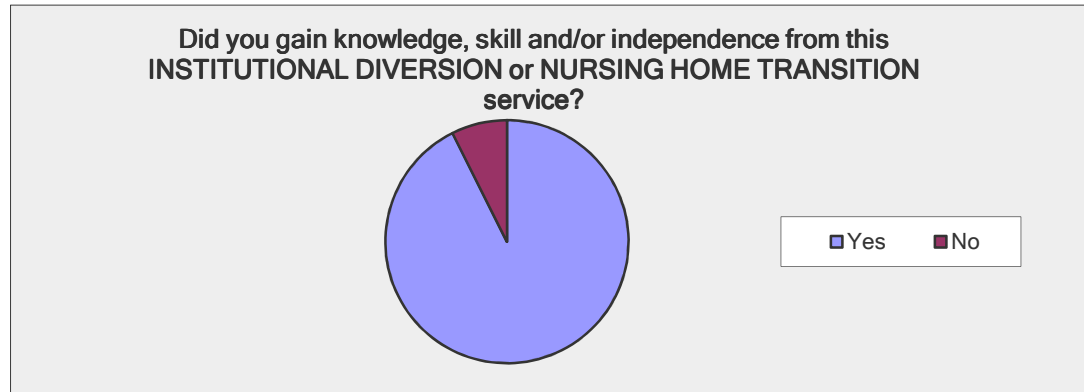
<i>Answered question</i>	5
<i>Skipped question</i>	4066

- 1 I want to move to my own place eventually
- 2 I understand I need too much help to be able to leave the nursing home and I have no support from my family or friends.
- 3 I didn't qualify for the program so I left on my own. I couldn't take care of myself and ended back up in the nursing home.
- 4 Worker came to her home and gave her therapy which helped keep her out of nursing home.
- 5 I found the transition and your employee made the transition smooth

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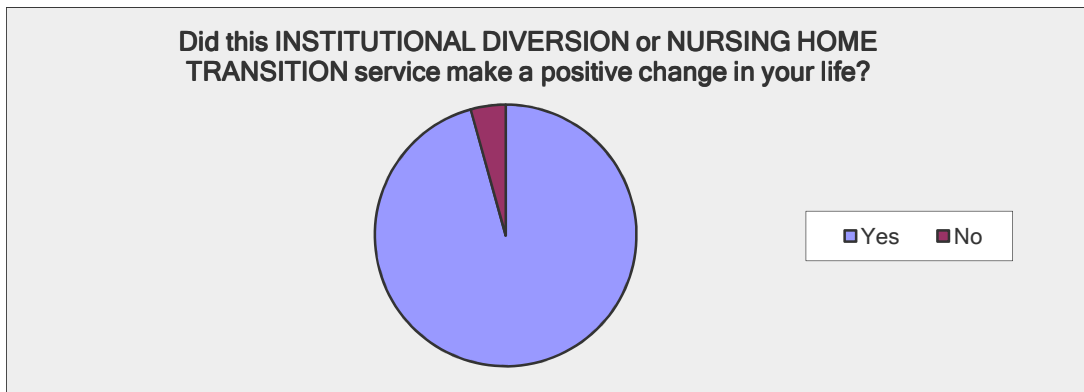
Did you gain knowledge, skill and/or independence from this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	92.6%	87
No	7.4%	7
answered question		94
skipped question		3977



Did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	95.7%	89
No	4.3%	4
answered question		93
skipped question		3978



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If Yes, what change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?

Answered question

77

Skipped question

3994

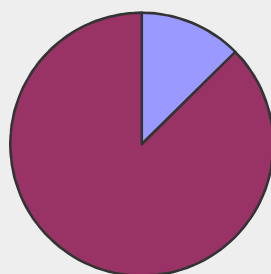
- 1 I get to stay in my own home and have my own schedule when I get up and eat or where I want to go.
- 2 I am independent and live in my own home.
- 3 The positive change is that I have a great attendant and they do what they are supposed to do. So, I don't have to go anywhere I don't want to.
- 4 I get to live on my own a little longer.
- 5 I am not afraid. When my doctor said what I had, I kept thinking I would go to the nursing home. One of my sisters told me about this program and the CIL, and I don't have the fear of going to the nursing home anymore. I can't thank you enough for the services.
- 7 I have a better life at home and I'm in control of my own business
- 8 I can live in my home and not go to a nursing home and leave my lifestyle.
- 9 I get to wake up in my own room and not having anyone tell me that I have to wait to get out of bed. I also get to choose what's for breakfast or any other meal.
- 10 I have a higher quality of life and a purpose knowing that I'm not going into a nursing home
- 11 I was not going to stay in that nursing home for the rest of my life! I love it now!
- 12 I wouldn't have been able to afford to get my own apartment without the MFP grant.
- 13 Having my own place again is so nice! I lived in a nursing home for over a year and I was so depressed. I am much happier now and enjoy my independence.
- 14 I have my own place again, with all my new belongings! I am very happy to be back in the community setting.
- 15 It's helped. The lady who helped me was really nice. I moved from a nursing home to a building for seniors.
- 16 I got a ramp on my front porch so I can stay here as long as possible.
- 17 I got my attendant back so I didn't have to go into a nursing home.
- 18 My quality of life improved because the CIL got me out of the nursing home. I couldn't get out after going in for rehabilitation until my in-home services were in place. The CIL called DSDS and they started my services within 2 days after the CIL called. I'm home and happy.
- 19 I'm actually very satisfied with this because I was going - there was no doubt about it - I had been there before, and I knew I was going back. The CIL advocated for me and showed me how to get my services back. I have a greater peace of mind now that I don't have to go to the nursing home.
- 20 I wanted to move out of the nursing home. My caseworker helped with everything I needed to do to get an apartment. It is wonderful to have my own apartment.
- 21 I contacted my caseworker and told her I wanted to move into an apartment. She helped me with all I needed to do and what I needed to have. I couldn't have done it without her help. I feel so free now.
- 22 Helped to gain independence to live in his own home.
- 23 With help on rent, deposit, furniture and other household items I was able to move out of the nursing home. I could not of done this without the help
- 24 It helped me get out of the hospital and get an apartment.
- 25 The Transition Program made a big difference in my life. I was down in the dumps and did not want to live anymore. Now, I want to live again. I was in a nursing home and now I live in my own place. It took a long time to get my own place because I have been in prison years ago and nobody wanted to give me something. I called many times crying and they would listen to me. They stuck with me and put up with me. They encouraged me not to give up. I'm satisfied with the services and thankful.
- 26 I left the Nursing Home for good in 2008 and moved back into my own home.

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Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.

Answer Options	Response Percent	Response Count
Yes	12.6%	463
No	87.4%	3200
<i>answered question</i>		3663
<i>skipped question</i>		408

Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.

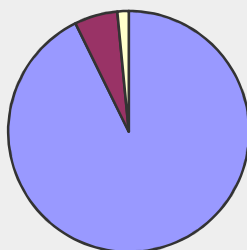


■ Yes ■ No

What was your experience with the TRANSPORTATION services you received?

Answer Options	Response Percent	Response Count
Satisfied	92.7%	433
Somewhat Satisfied	5.8%	27
Dissatisfied	1.5%	7
<i>answered question</i>		467
<i>skipped question</i>		3604

What was your experience with the TRANSPORTATION services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Transportation service could have been better.

Answered question

45

Skipped question

4026

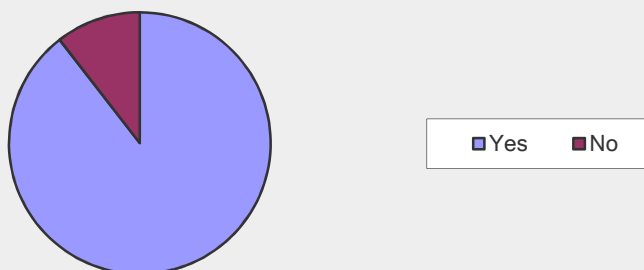
- 1 I have to call too many days in advance and when I have to schedule my appointment, they get upset with me. I try to work with them, but it doesn't always work out.
- 2 I think a standing ride should be okay. I have treatments every week, and I can't schedule a ride for 6 weeks, and that doesn't make sense. You already know that I need the ride, and I shouldn't have to compete with someone else and take a chance whether they will call or not. I think the system needs to take into consideration scheduled appointments like dialysis and therapy.
- 3 I can't always get a ride.
- 4 I can't always get a ride because they are so big now. Everyone wants a ride, but I think now that there is a charge, I might be able to get more rides.
- 5 I can never get a ride, so I give up.
- 6 I don't think it should be so expensive
- 7 The schedule fills up fast, so it is harder for me to get a ride. I think if someone has been a regular customer for a long time, they should have priority, but that is not the case. It is a first come first serve, and by the time I need a ride, the schedule is full.
- 8 Sometimes employee not friendly
- 9 They only let me go once a week and only to the senior place.
- 10 Oats and Moore are good, friendly and helpful. The cab and others are not helpful and sensitive. I have had problems with getting back home.
- 11 Can only go on certain days and this can be difficult. Can't set up for transportation over the weekend.
- 12 Sometimes it takes a long time to get there because of picking up so many people.
- 13 I call a month ahead and the services are so booked up that they tell me to call back sooner. The transportation scheduler doesn't seem to be doing a very good job. The drivers seems to be unhappy too. I need a ride today and I am not even going to call them because I can't depend on them.
- 14 There were too many people on the vans, and when I complained about it nothing happened. The young people were acting too rowdy and crazy for me. There wasn't anyone doing anything about it.
- 15 I wouldn't get calls back. Would call back at last minute saying that he couldn't have a ride.
- 16 I couldn't get a ride when I needed it -- twice.
- 17 Workers could be more friendly.
- 18 I suffer from fibromylgia as well as disc degenerate disease and the vehicles are rough on my body. If I knew which vehicle was going to pick me up then I would use the services more frequently if so.
- 19 Better organized, when other patrons cancel last minute it effects my experience. It would also be helpful to have transportation available for community events instead of just health appointments or center events.
- 20 They should have more buses to give people access so they do not have to pay for expensive car rides. Should get grants or loans for additional buses. They should have a medical assistant on the bus when going on outings in case something happens.
- 21 I was somewhat dissatisfied because I needed a ride and was unable to get one because there wasn't any spaces available and I called too late for a ride. I have used the services without any problems also.
- 22 Difficult in scheduling and making arrangements for the transportation
- 23 There are more people riding the van so it is harder to schedule a ride. I called 3 weeks in advance last time and the van was already full.

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Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?

Answer Options	Response Percent	Response Count
Yes	89.5%	418
No	10.5%	49
<i>answered question</i>		467
<i>skipped question</i>		3604

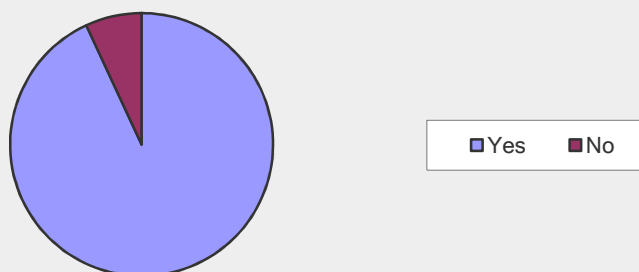
Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?



Did this TRANSPORTATION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	93.1%	431
No	6.9%	32
<i>answered question</i>		463
<i>skipped question</i>		3608

Did this TRANSPORTATION service make a positive change in your life?



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If Yes, what change did this TRANSPORTATION service make?

Answered question

354

Skipped question

3717

- 1 Shuttle to seek employment. It was great.
- 2 I learned new things in the classes at the CIL because I had transportation to take me there and back home.
- 3 I can be involved in things at the senior center and VA.
- 4 I need the transportation for treatments, and I mostly get there with the center.
- 6 I live in the county, so I rely on the CIL to take me places. I am independent as long as the CIL keeps giving me a ride.
- 7 I am independent more than I used to be since I started getting rides from the CIL. The drivers are great and they are safe. I like how they help out much more than OATS or ParaTransit, and I appreciate the service.
- 8 I don't have to rely on my kids to take me anywhere anymore and that makes me in charge of myself.
- 11 Helped me get to my group meetings and stuff.
- 13 I had a doctors appt. 100 miles away from home. The CIL provided transportation for me to get there. I was not physically able to drive myself. I was able to make the appt. and get help with physical needs. The doctor helped me and I am better now because of it.
- 14 Stated that using the transportation allowed him to get to and from school.
- 15 I don't have to stay home by myself anymore, and transportation takes me to the Women's Group where I get a lot of support from other women.
- 16 I don't have to rely on just one transportation service, and the CIL takes me places that I couldn't go without them. I used to drive, and when I had my last back surgery, I couldn't do that anymore, and it took a lot a courage for me to accept that. When I called the CIL, it was easy to schedule a ride, and they are on time and take me where I need to go. Thank you!
- 17 Was able to go to the capital and speak to state leaders
- 18 Able to get to and from appointments. Service is very reliable and the people are nice. The system is hard to make appointments because plans change quickly and they can't always rearrange my scheduled times.
- 19 I get to go out once a week and that gives me something to look forward to.
- 20 I can go shopping and I have two dependents and get to my medical appointments and get my medicine. It is a world of difference. Without the Center and the transportation my quality of life would be so much worse.
- 21 Helped get me to class.
- 24 I use transportation to remain independent. I use it to go to the doctor instead of having a nurse coming into my house. When I see my doctor, I can also take a ride to go to the mall or somewhere else for a few hours.
- 25 It improved my lifestyle because I don't drive and I still like to go places
- 26 I'm able to go places that I couldn't because I'm outside the boundary of ParaTransit.
- 27 I am able to visit my wife in the nursing home, and I am happy now.
- 28 I am independent of my family taking me places. They used to complain that I ran around too much, but I can do that with the CIL, and I take it to Women's Group too.
- 29 I can independently go places. I call the CIL and they schedule a ride and the driver shows up. It is that easy, and I can go anywhere I need to.
- 30 Participant had no money for Call-A-Ride or public transportation. The CILs transportation service allowed her to attend the Women's Support Group meetings.
- 31 By using their transportation services I don't miss my doctors appointments and my son doesn't have to take off of work.
- 32 The Center provides transportation to my doctor appointments and to food pantries.
- 33 I have transportation to my doctor visits, grocery store and meetings that I attend at the Center. I am very thankful for the help.